

Unemployment Insurance Quality Appraisal Results FY 93



U.S. Department of Labor
Employment and Training Administration
Unemployment Insurance Service

1993



Material contained in this publication is in the public domain and may be reproduced, fully or partially, without permission of the Federal Government. Source credit is requested but not required. Permission is required only to reproduce any copyrighted material contained herein.

This material will be made available to sensory impaired individuals upon request.

Voice phone: 202-535-0616

TDD* phone: 1-800-326-2577

*Telecommunications Device for the Deaf.

Unemployment Insurance Quality Appraisal Results FY 93



U.S. Department of Labor
Robert B. Reich, Secretary

Employment and Training Administration
Carolyn M. Golding, Acting Assistant Secretary
for Employment and Training

Unemployment Insurance Service
Mary Ann Wyrsh, Director

1993

PREFACE

The UI Quality Appraisal program was developed under the direction of the Department of Labor, Employment and Training Administration, to assess the quality of certain activities which are carried out in all State UI programs.

The very nature of the UI system - - a system administered under State laws in conformity with Federal laws and regulations - - results in differences among State laws, policies, and operating methods. Thus, absolute comparisons of quality among States cannot always be accomplished. This appraisal program provides the best information obtainable at this time with respect to the quality of each State's program and provides a means for empirical review of quality in all States.

PREFACE	1
CHAPTER ONE - EXECUTIVE SUMMARY	1
I. Background	3
II. Summary of Methodology	8
III. Summary of Results	10
CHAPTER TWO - STUDY METHODOLOGY	11
I. Appraisal Preparation	11
A. Selection of Local Offices	11
B. Determination of Sample Sizes	11
C. Selection of Sample Cases	12
II. Data Collection	14
A. Initial Claims Promptness	14
B. Nonmonetary Determinations	14
C. Combined Wage Claims	15
D. Appeals	16
E. Status Determinations	17
F. Field Audits	17
G. Report Delinquency	18
H. Collections	18
I. Cash Management	18
J. Benefit Payment Control	19
CHAPTER THREE - DETAILED PROJECT RESULTS	20
I. Initial Claims Promptness	20
II. Nonmonetary Determinations	38
A. Performance	38
B. Promptness	51
III. Combined Wage Claims	57
A. Initial Claims Promptness	57
B. Transferring State Promptness	60
C. Billing Promptness	64
D. Reimbursement Promptness	67

IV. Appeals	70
A. Performance	70
B. Promptness	74
V. Status Determinations	83
VI. Field Audits	87
A. Penetration	87
B. Performance	92
VII. Report Delinquency	95
VIII. Collections	99
IX. Cash Management	103
A. Employer Accounts	103
B. Clearing Account	103
C. Trust Fund	103
X. Benefit Payment Control	109

EXECUTIVE SUMMARY

The Unemployment Insurance Service (UIS) has established a comprehensive system for measuring and monitoring the quality of the Unemployment Insurance program as it is administered by the State agencies. This system, the UI Quality Appraisal program, is designed to provide information concerning performance and promptness that can be utilized as a base for determining each State's quality level in program activities. The States' quality levels are compared with Secretary's Standards or Desired Levels of Achievement for each activity. These Secretary's Standards and Desired Levels of Achievement were selected for inclusion in the program by the National Office after consultation with the States and Regions.

Chapter One presents the background and objectives of the Quality Appraisal program. This chapter also summarizes the results of measurements made in all of the States for activities in which Secretary's Standards and Desired Levels of Achievement have been established. Chapter Two discusses in detail the data development, measurement approach, and manner in which the studies were conducted for all activities. Chapter Three presents the detailed numerical results for all measurements conducted in the States. These results are presented for the States, grouped within their Regions. Figure I-1 shows the States listed by Region and the State abbreviations used in this report. Asterisks indicate the appraisals were conducted by Federal teams. The remainder were conducted by the States as self-appraisals. Some States were not required to conduct certain Quality Appraisal measurements in FY 1993 because the established Desired Level of Achievement was met in FY 1992.

Generally, State performance levels for FY 1993 showed numerous declines in meeting Secretary's Standards and Desired Levels of Achievement compared to levels achieved in the FY 1992 UI Quality Appraisal Results. The following activities showed significant declines in the number of States meeting specific Secretary's Standards or Desired Levels of Achievement: Interstate Initial Claims Promptness (14/21 Days), Nonmonetary Determinations Promptness (Intrastate), Appeals Performance, and Higher Authority Appeals Promptness (45 and 75 Days). Specific activities showing significant improvements in performance or promptness included: Status Determinations Promptness, Field Audit Penetration (Total Contributory Employers), and Collections Promptness.

STATE APPRAISALS CONDUCTED OCTOBER 1992
THROUGH FEBRUARY 1993

REGION 1:

*Connecticut (CT)
Maine (ME)
Massachusetts (MA)
New Hampshire (NH)
Rhode Island (RI)
*Vermont (VT)

REGION 2:

*New Jersey (NJ)
New York (NY)
Puerto Rico (PR)
Virgin Islands (VI)

REGION 3:

*Delaware (DE)
District of Columbia (DC)
Maryland (MD)
*Pennsylvania (PA)
Virginia (VA)
West Virginia (WV)

REGION 4:

*Alabama (AL)
Florida (FL)
Georgia (GA)
*Kentucky (KY)
Mississippi (MS)
North Carolina (NC)
South Carolina (SC)
*Tennessee (TN)

REGION 5:

Illinois (IL)
*Indiana (IN)
*Michigan (MI)
Minnesota (MN)
Ohio (OH)
Wisconsin (WI)

REGION 6:

Arkansas (AR)
Louisiana (LA)
*New Mexico (NM)
*Oklahoma (OK)
Texas (TX)

REGION 7:

Iowa (IA)
Kansas (KS)
*Missouri (MO)
Nebraska (NE)

REGION 8:

Colorado (CO)
Montana (MT)
*North Dakota (ND)
*South Dakota (SD)
Utah (UT)
Wyoming (WY)

REGION 9:

Arizona (AZ)
*California (CA)
Hawaii (HI)
Nevada (NV)

REGION 10:

Alaska (AK)
Idaho (ID)
*Oregon (OR)
Washington (WA)

*Federal Appraisals (All others are State Self-Appraisals)

The Department of Labor, Employment and Training Administration (ETA), Unemployment Insurance Service (UIS) has the responsibility by law (Title III of the Social Security Act) for assuring that State Employment Security Agencies operate an effective and efficient unemployment insurance program.

In order to assess the quality of operations, the UIS in 1975 assembled a task force consisting of Federal and State staff. A comprehensive system called the Performance Appraisal Package was developed for measuring and monitoring program quality. All existing performance and promptness measures were considered in developing this package. Three of the measurement systems are being utilized presently: "A Performance Based Quality Control Program for Nonmonetary Adjudication" (QPI), the Appeals Quality Package, and portions of the State UI Self Appraisal.

In Fiscal Years 1976 and 1977, following successful pilot testing, the Performance Appraisal package was used in all States by teams of UI technicians led by the National and Regional Offices. The results of these appraisals were disseminated in the form of a series of individual State reports detailing the quality levels attained in each of a variety of activities. These results were also published in a composite form to allow easy comparison of the results for all State agencies.

The results of the 53 appraisals were reviewed by the National Office in consultation with both the States and Regional Offices. Desired Levels of Achievement were established for most activities reviewed. In some areas the range of the performance and promptness levels attained was so large that the establishment of Desired Levels of Achievement was postponed pending further study and measurement. In others, new, more effective measures were developed because existing measures did not adequately represent the quality levels.

Desired Levels of Achievement were first established for Fiscal Year 1978 and revised from time to time thereafter. The Desired Levels of Achievement are used to supplement the Secretary's Standards to measure the quality of State operations. Secretary's Standards exist in two areas: the timeliness of processing lower authority appeals (20 CFR Part 650) and the timeliness of intrastate and interstate first benefit payments (20 CFR Part 640).

In Fiscal Year 1978, the appraisal system was fully implemented nationwide. In Fiscal Year 1979, the package was revised and renamed UI Quality Appraisal. For UI Quality Appraisal for Fiscal Year 1993, the Desired Levels of Achievement are shown in Figure I-2.

All major UI State program activities are reviewed, either by State personnel or by Regional staff. The results of all appraisals are transmitted to the National Office, and the data are incorporated into this report. These reports are distributed to each State to be used in the State Annual Program and Budget Plan.

The fact that a State is currently meeting the Desired Level of Achievement in a certain activity should not be construed as justification for failure to seek additional improvement. The various levels of achievement were set at then currently attainable levels as opposed to imposing higher levels as a means for striving for higher levels of achievement.

In addition, activities for which Desired Levels of Achievement have not yet been established are no less important areas of performance of UI operations than those activities for which Desired Levels of Achievement have been established.

SECRETARY'S STANDARDS (SS) AND DESIRED LEVELS OF ACHIEVEMENT (DLA)**Initial Claims Promptness-Intrastate (SS):**

In Waiting Week States: A minimum of 87 percent of first payments made within 14 days of first compensable week ending date

In Nonwaiting Week States: A minimum of 87 percent of first payments made within 21 days of first compensable week ending date

A minimum of 93 percent of first payments made within 35 days of first compensable week ending date

Initial Claims Promptness-Interstate (SS):

In Waiting Week States: A minimum of 70 percent of first payments made within 14 days of first compensable week ending date

In Nonwaiting Week States: A minimum of 70 percent of first payments made within 21 days of first compensable week ending date

A minimum of 78 percent of first payments made within 35 days of first compensable week ending date

Initial Claims Promptness-UCFE (DLA):

In Waiting Week States: A minimum of 70 percent of first payments made within 14 days of first compensable week ending date

In Nonwaiting Week States: A minimum of 70 percent of first payments made within 21 days of first compensable week ending date

A minimum of 78 percent of first payments made within 35 days of first compensable week ending date

Initial Claims Promptness - UCX (DLA):

In Waiting Week States: A minimum of 87 percent of first payments made within 14 days of first compensable week ending date

In Nonwaiting Week States: A minimum of 87 percent of first payments made within 21 days of first compensable week ending date

A minimum of 93 percent of first payments made within 35 days of first compensable week ending date

Nonmonetary Determinations Performance - Intrastate (DLA):

For Separation Cases: A minimum of 75 percent of cases having acceptable scores

For Nonseparation Cases: A minimum of 80 percent of cases having acceptable scores

Nonmonetary Determinations Promptness - Intrastate (DLA):

A minimum of 80 percent of determinations made timely

Combined Wage Claims (DLA):

A minimum of 75 percent of wage transfers made timely

Appeals Performance (DLA):

A minimum of 80 percent of cases scoring 80 percent of points or more

Appeals Promptness - Lower Authority (SS):

A minimum of 60 percent of appeal decisions made within 30 days

A minimum of 80 percent of appeal decisions made within 45 days

Appeals Promptness - Higher Authority (DLA):

A minimum of 40 percent of appeal decisions made within 45 days

A minimum of 80 percent of appeal decisions made within 75 days

Status Determination Promptness (DLA):

A minimum of 80 percent of determinations of employer liability made within 180 days of the liability date

Field Audits (DLA):

A minimum penetration rate for contributory employer audits of 4 percent

A minimum penetration rate for large employer audits of 1 percent of the number of audits required for total audit penetration rate

Report Delinquency (DLA):

A minimum of 95 percent of employers filing reports by end of quarter

Collections (DLA):

A minimum of 75 percent of delinquent accounts with some monies obtained within 150 days from the end of the quarter

Cash Management (DLA):

A minimum of 90 percent of collected taxes deposited in the Clearing Account within 3 work-days of receipt

A maximum of 2 business days for transferring funds on deposit in the Clearing Account to the Trust Fund

Withdraw from the State account in the Unemployment Trust Fund an amount sufficient to maintain in the benefit payment account a balance equivalent to not more than one day's benefit payment requirement from the account

Benefit Payment Control (DLA):

A minimum recovery of 55 percent of regular State UI fraudulent overpayments

A minimum recovery of 55 percent of regular State UI nonfraudulent overpayments

The methodology for quality appraisal on-site measurements includes an in-depth review of a sample of work performed in each activity. Measurement techniques include reviewing tape recordings of appeals hearings and reviewing claims records. Figure I-3 shows the various activities reviewed, with identification of sample sizes and the measurement techniques utilized.

Completion of the appraisal requires staff with special skills. These skills include the following:

- using ETA Handbook No. 365, "Unemployment Insurance Quality Appraisal,"

- using ETA Handbook No. 301, "A Performance Based Quality Control Program for Nonmonetary Adjudication," and

- using ETA Handbook No. 382, "Appeals Performance Criteria for Evaluating Unemployment Insurance Hearings and Decisions."

A more comprehensive discussion on the methodology is found in Chapter Two.

TECHNIQUES OF MEASUREMENT

ACTIVITY	TYPE OF MEASURE	SAMPLE	TECHNIQUES
Initial Claims	Promptness	250 intrastate	Records review
	Promptness	200 interstate	Records review
	Promptness	50 UCFE	Records review
	Promptness	50 UCX	Records review
	Promptness	50 CWC	Records review
Nonmonetary Determinations	Performance	130 intrastate*	Records review
	Performance	55 interstate*	Records review
	Performance	25 UCFE	Records review
	Promptness	125 intrastate*	Records review
	Promptness	60 interstate	Records review
Combined Wage Claims	Promptness	70 wage transfers*	Records review
	Promptness	50 IB-6 billings	Records review
	Promptness	50 IB-6 reimbursements	Records review
Appeals	Performance	20-50 decisions*	Review of records and hearings
Status Determinations	Promptness	150-235 determinations*	Records review
Field Audits	Performance	60-80 audit reports	Records review
Collections	Promptness	165-275 accounts*	Records review
Employer Accounts	Promptness	200-600 remittances*	Records review

* Produces desired levels of achievement figures.

This section presents results from all Fiscal Year 1993 quality appraisal measurements and report data for which Secretary's Standards or Desired Levels of Achievement (DLA) have been established.

Because of the subjectivity involved in some of the measurements, it would be difficult to assign an exact score that could be used to rank each State. For these measurements, charts are provided showing which States exceeded the DLA and which States scored below the DLA. The States are listed alphabetically within each group.

Meeting or exceeding the DLA should not be regarded as an indication that further improvement is unnecessary. Detailed numerical results for all measurements can be found in Chapter Three.

STUDY METHODOLOGY

This chapter discusses the steps required to conduct the on-site quality appraisal measurements. In some instances, due to particular conditions in the State, these procedures are modified; however, the basic results remain the same. A more detailed discussion of the methodology can be found in ETA Handbook No. 365, entitled "Unemployment Insurance Quality Appraisal."

I. APPRAISAL PREPARATION

One or two weeks prior to the appraisal, the study team initiates steps to prepare for the appraisal. The steps are outlined below.

A. Selection of Local Offices.

Local offices are selected on a random basis to ensure a valid measurement of statewide quality. Up to 10 local offices are chosen depending on the total number of local offices in the State.

B. Determination of Sample Sizes.

For most of the measurements in the appraisal system, the sample sizes are based on the following standard statistical formula:

$$n = \frac{Np(1-p)}{B^2/Z^2 + p(1-p)}$$

Where:

n = desired sample size
 N = population size
 p = estimated population proportion
 B = bound on estimate (.07 to .10)
 Z = 1.96, corresponds to a 95% confidence interval

The formula provides 95% confidence that the estimate will be between seven and 10 percentage points of true population value.

For most measurements, the range in the sample sizes between States with the largest and smallest population sizes are minimal. As a result, uniform sample sizes have been prescribed for all States. For other measurements where the range is significant, a reference chart has been provided to simplify identification of the proper sample size for each State.

C. SELECTION OF SAMPLE CASES

1. Initial Claims Promptness. The State is required to make an analysis of delayed first payments in any area where it did not meet the Secretary's Standard (for intrastate or interstate) or the Desired Level of Achievement (for UCFE or UCX). The Secretary of Labor's Standard prescribes the 12 months ending March 31 as the measurement period for intrastate and interstate first payments (20 CFR Part 640). The sample sizes are: 250 for intrastate, 200 for interstate, 50 for UCFE, and 50 for UCX. The samples are randomly selected statewide from the most recent 12 months available.

2. Nonmonetary Determinations. Samples of nonmonetary determinations are reviewed for both performance and promptness. Where possible, samples are taken statewide; otherwise, they are divided among selected local offices. Samples are selected from the most recent 12 months available and include both formal and informal determinations from State UI, UCFE, and UCX.

For the performance portion of the appraisal, samples are taken of 70 intrastate separation issues, 60 intrastate nonseparation issues, 30 interstate separation issues, 25 interstate nonseparation issues, and 25 UCFE separation issues.

For the promptness portion of the appraisal, samples are taken of 125 intrastate determinations and 60 interstate determinations. The types of determinations reviewed are limited to issues arising after the initial determinations -- issues arising in connection with additional claims and issues arising during claims series.

3. Combined Wage Claims. Measurements in the CWC area require samples of 50 delayed first payments from the most recent 12 months at the time of appraisal to determine the causes for delay, 70 IB-4s received during the last 12 months to determine the promptness of processing requests for wage transfers, 50 CWC payments made during the third quarter of the fiscal year to determine the billing promptness, and 50 IB-6s received during the third and fourth quarters of the fiscal year to determine reimbursement promptness.

4. Appeals. A random sample of between 20 and 50 intrastate appeal decisions is selected to measure the performance of lower authority appeals. The sample is selected from decisions issued during the most recent 12 months. The sample size depends on the number of referees in the State.

5. Status Determinations. The promptness of establishing employer liability is measured by sampling between 150 and 235 status determinations, depending on the size of the population. The sample is taken from the most recent 12-month period and includes both newly liable accounts and successorships.

6. Field Audits. A sample of 60 to 80 audit reports, depending on the size of the population, is selected for review from the most recent 12 months to grade performance.

7. Collection Promptness. Depending on the size of the population, a sample of 165 to 275 accounts delinquent for the first quarter of the calendar year is reviewed to measure the promptness of collection activity. The sample includes delinquencies of contributions, or of contributions and interest and/or penalty, but not of interest and/or penalty alone. Excluded from the sample are accounts of reimbursable employers, accounts with less than \$100 delinquent, and accounts determined uncollectible.

8. Cash Management. The selection of cases for the measurement for the promptness of depositing employer remittances is conducted at a prescribed time -- the 10-workday period surrounding the delinquency date for the third quarter of the calendar year. Checks are sampled according to intervals prescribed according to the number of employers in the State. The resultant sample size is generally between 200 and 600. In States where checks are segregated prior to opening, separate samples are taken from each group.

Routines for the collection and summarization of data are discussed in the following paragraphs. The worksheets and summary sheets referenced can be found in ETA Handbook No. 365.

A. Initial Claims Promptness.

The payment promptness of intrastate, interstate, UCFE, and UCX initial claims is determined from the ETA 5159 Reports for the 12 months ending March 31, 1993. The data are not gathered on site during the appraisal, but are compiled by the National Office.

Where the applicable Secretary's Standard for intrastate or interstate or the Desired Level of Achievement for UCFE and UCX was not met during the 12 months ending March 31, 1992, a review is made of a sample of delayed first payments to identify the reasons for delay. Claimant files are pulled and examined for each delay in the sample. Worksheets D, E, F, and G are used to record the reasons for delay and to identify whether the reasons were controllable or uncontrollable by the State, based on the criteria explained in Chapter II. The percentages of controllable delays are summarized for all programs on Part I of Summary Sheet ETA 40, "Summary of Controllable Delays and Combined Wage Claims."

B. Nonmonetary Determinations.

This section describes the study routines used to gather and classify data for the evaluation of nonmonetary determinations performance and promptness.

1. **Performance Review.** The measurement of the performance of nonmonetary determinations is accomplished using the QPI package, "A Performance Based Quality Control Program for Nonmonetary Adjudication," ETA Handbook No. 301. This system involves grading the quality and completeness of the factfinding and the correctness of the determination. The grading system allows a maximum of 100 points, with grades of 81 points or above considered acceptable quality. The system also provides a score (51 or above) indicating whether the determinations were in accordance with State law. The results are summarized on Summary Sheet ETA 39A, "Nonmonetary Determination Summary."

2. Promptness Review. The nonmonetary determinations promptness measurements have separate requirements for each of the two types of determinations reviewed. For the intra-state measurement, issues arising in connection with additional claims are to be determined in 14 days or less from the week ending date of the first week claimed; issues arising during a claims series are to be determined in seven days or less from the end of the week in which the issues are identified. For the interstate measurement, issues arising in connection with additional claims are to be determined in 14 days or less from the end of the week in which the liable State received notification of an issue; issues arising during a claims series are to be determined in 7 days or less from the end of the week in which the liable State received notification of an issue. Results of the measurements are documented on Worksheet U, and the percentages are recorded on Summary Sheet ETA 39A.

In addition to measuring time lapse, analyses are conducted of all delayed determinations to identify the reasons for delay and whether these reasons were controllable or uncontrollable by the State. These analyses are required only in States not meeting the DLA for the previous year's measurement. These delays are summarized on Summary Sheet ETA 40, "Summary of Controllable Delays and Combined Wage Claims."

C. Combined Wage Claims.

This section describes the methods used to collect data for all CWC measurements.

1. Initial Claims Promptness. The payment promptness for CWC is determined from the ETA 586 Reports for the four quarters ending March 31, 1993. The data are not gathered on site during the appraisal, but are compiled by the National Office.

In States where the percentage of CWC first payments made in 14/21 days was less than 70 percent timely for the most recent 12-month measurement period, an analysis is made of delayed first payments to identify the causes of delays. Worksheet T is used to record the data from the claimant files sampled. The reasons for delay are identified and judged to be either controllable or uncontrollable by the State based on established criteria explained in Chapter III. The percentage of controllable delays is summarized in Part I of Summary Sheet ETA 40, "Summary of Controllable Delays and Combined Wage Claims."

2. Transferring State Promptness. A sample of IB-4's which have been completed and returned to paying States is selected and reviewed to determine timeliness. The promptness objectives are: (a) seven calendar days when the wages are on record or should be on record and (b) 14 calendar days for wages not required to be on record. Further analyses are made of all cases not timely to determine the causes of delay. The data are recorded on Worksheet C and summarized in Part III of ETA 40.

3. Billing Promptness. A sample of CWC payments is compared with IB-6's sent to the appropriate transferring States. The IB-6's are examined to see if the claims were listed and to measure the time lapse in billing the transferring States. The promptness objective is that billings should be sent in no more than 45 days from the end of the quarter. The data are recorded on Worksheet P and summarized on Part IV of ETA 40.

4. Reimbursement Promptness. A sample of IB-6's received from paying States is reviewed to determine the promptness with which the States make reimbursements. The promptness objective is that reimbursements should be made in no more than 45 days from receipt. The data are recorded on Worksheet Q and summarized in Part V of ETA 40.

D. Appeals.

Described in this section are the methods used to collect data necessary to evaluate performance and promptness for the Appeals area.

1. Performance Review. The measurement of the performance of appeals is accomplished using ETA Handbook No. 382, "Appeals Performance Criteria for Evaluating Unemployment Insurance Hearings and Decisions." This package applies specific tests by which recordings of hearings and the written decisions can be evaluated by trained personnel.

The evaluation is conducted of lower-authority, intrastate cases. Certain cases are omitted from the study sample. These include default cases in which the appellant did not appear, multi-claimant cases, cases with inaudible recordings, and hearings and decisions to determine whether an appeal was timely. Also excluded are DUA, TRA, labor disputes, EB, and employer liability hearings.

The appeals hearings selected for review are rated on each of the 30 categories measured in the package. These include 21 related to the hearing and nine related to the decision. The rating of each case is completed on a worksheet contained in the Handbook.

Each category evaluated has an associated value based on how the case was rated for that category and the weight of that category as opposed to the others. Each case then receives the sum of the values for all categories which apply to the case. The overall score is then expressed as a percentage of the total possible points that the case could receive.

The States are rated based upon the percentage of cases which receive a score of 80 percent or more. These scores are summarized on Summary Sheet ETA 37, "Appeals Performance Summary."

2. Promptness Review. The measurement for appeals promptness is not done as a part of the appraisal. The data are gathered in the National Office on all UI decisions (the total of intrastate and interstate) for both lower authority and higher authority from the ETA 5130 Reports for the 12 months ending March 31, 1993.

E. Status Determinations.

This section describes the method used to measure promptness in establishing employer liability. For each sampled employer, the time lapse from the date the employer first became subject until the employer was officially informed of subject status is calculated and recorded on Worksheet L. The measurement used is the percentage of determinations which are established in 180 days or less and is entered on Summary Sheet ETA 38, "Summary of Tax Operations."

F. Field Audits.

This section describes the methods used to collect data in the area of Field Audits.

1. Penetration. The penetration rate for Field Audits is not gathered on-site during the appraisal, but is compiled by the National Office. The total number of audits conducted during the four quarters comprising the previous fiscal year is recorded from ETA 581 Reports. The number of contributory employers at the end of the fiscal year prior to that fiscal year identified above was obtained from the appropriate ETA 581 Report. From these figures, the percentage of contributory employers who were audited is computed.

2. **Performance.** The measurement for performance in Field Audits is accomplished by reviewing audit reports utilizing the nine questions contained in Attachment No. 14 of ETA Handbook No. 365 and recording the scores on Worksheet R. Scores of 70 points or more are considered passing. The percentage of audit reports obtaining scores of 70 points or more is entered on Summary Sheet ETA 8571, "Field Audit Summary."

G. Report Delinquency.

Data to measure the extent of Report Delinquency are not gathered on-site during the appraisal, but are compiled by the National Office. ETA 581 Reports for the previous fiscal year are utilized to obtain the total number of contributory and reimbursable employers delinquent in filing reports of wages and taxes. This is compared with the total number of employers shown on the ETA 581 Reports for the four quarters ending June 30 (the corresponding quarters for which employer reports were delinquent) to determine the average of the percentage of employers delinquent in filing reports. The percentage of employers filing reports timely is computed from this data.

H. Collections.

This section describes the method used to collect data necessary to measure the promptness of collections. A sample of employer accounts that were delinquent for the first quarter of the calendar year is reviewed to determine the percentage of accounts for which full or partial payments were obtained within 150 days of the end of the quarter. The data are entered on Worksheet S and summarized on Summary Sheet ETA 38.

I. Cash Management.

This section describes the methods used to collect data in the area of Cash Management.

1. **Employer Accounts.** This measurement evaluates the promptness of depositing employer remittances received in the State agency into the Clearing Account. The measurement is accomplished by reviewing a sample of transactions from the third quarter of the calendar year. Over the ten-workday period surrounding the delinquency date, checks are selected at a prescribed interval, determined by the number of employers in the State. The date of receipt of each check is recorded on Worksheet N. The dollar interval to be sampled is then determined by a computation utilizing the total dollars expected to be received during the quarter. After sufficient time has elapsed to allow for deposit of the checks, those checks in the sample are tracked, and the date of deposit is recorded. The results are expressed as the percentage of dollars deposited within three workdays of receipt and entered on Summary Sheet ETA 38.

2. Clearing Account. This measurement shows the average number of days funds were on deposit in the Clearing Account before being transferred to the Trust Fund. The data are not gathered on-site during the appraisal, but are compiled by the National Office. The figures are obtained from the ETA 8414 Reports for the 12 months ending March 31, 1993. For States maintaining Clearing Accounts in more than one bank, the figure represents the consolidation of all accounts.

3. Benefit Payment Account. This measurement shows the average number of days money was withdrawn from the Trust Fund before needed to pay benefits. The data are not gathered on-site during the appraisal, but are compiled by the National Office. The figures are obtained from the ETA 8413 Reports for the 12 months ending March 31, 1993. For States maintaining Benefit Payment Accounts in more than one bank, the figure represents the consolidation of all accounts.

J. Benefit Payment Control.

The recovery rate of both fraud and nonfraud overpayments is determined from the ETA 227 Reports for the 12 months ending December 31, 1992. The data are not gathered on-site during the appraisal, but are compiled by the National Office.

DETAILED PROJECT RESULTS

This chapter presents charts and bar graphs showing detailed results from all Fiscal Year 1993 quality appraisal measurements and report data for which Secretary's Standards (SS) or Desired Levels of Achievement (DLAs) have been established. Data derived from National reports are sometimes based on estimated figures. The charts display data arranged alphabetically by Region. The entry "INA" (information not available) is used for any of the following situations: the measurements were not conducted, the results were not received timely, the information on the summary sheets could not be reconciled with the accompanying worksheets, or the data was insufficient to calculate meaningful results. The entry "N/R" indicates an analysis is not required. In instances where discrepancies in the measurement question the validity of the scores, the entry "---" is used. The entry "N/A" indicates a measurement is not applicable to a State. Where established, the Secretary's Standard or Desired Level of Achievement is given on the chart and graph.

I. INITIAL CLAIMS PROMPTNESS

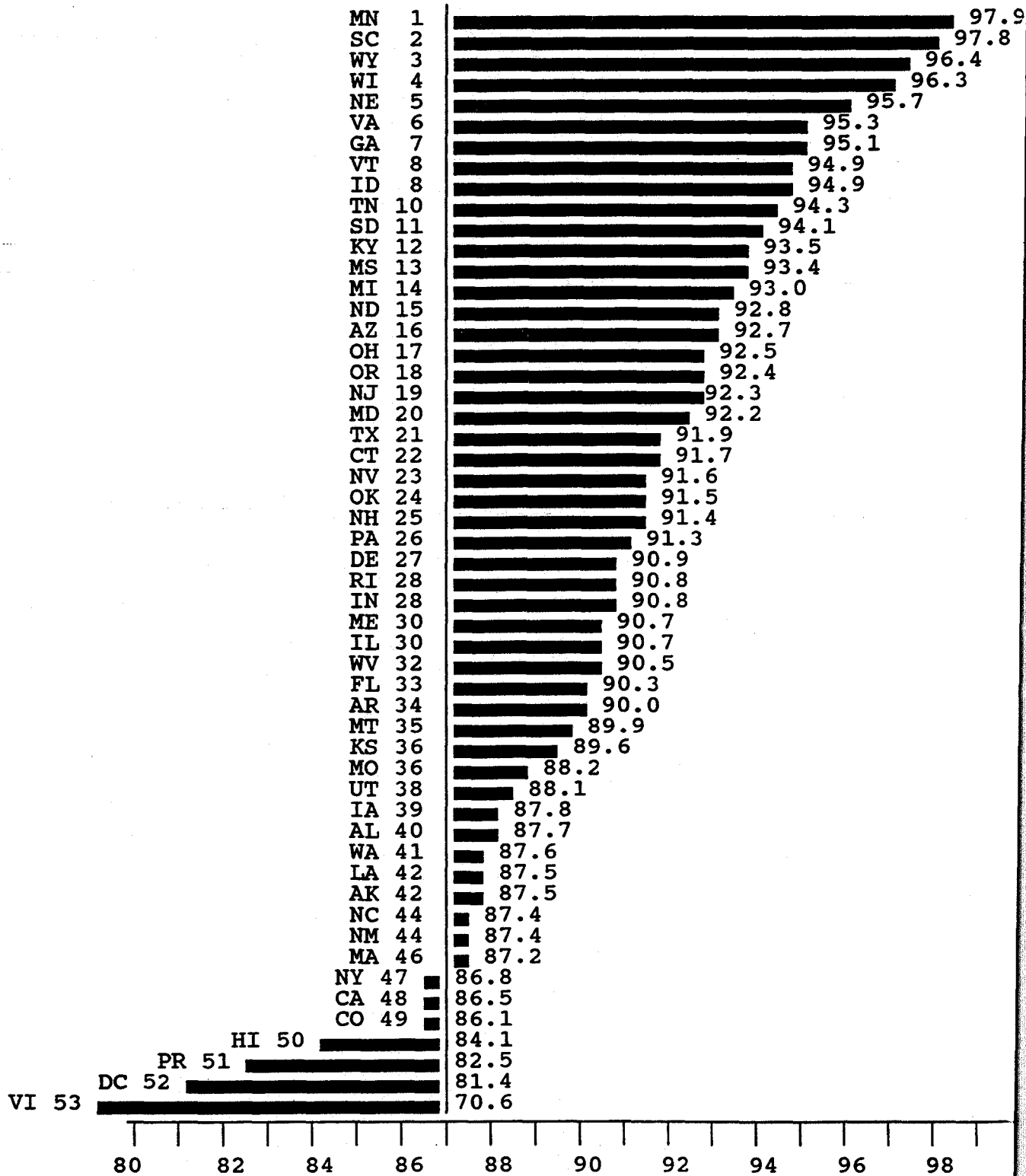
Results are shown from the following areas: intrastate, interstate, UCFE, and UCX.

Figures III-1 through III-6 show the results from the 12-month period ending March 31, 1993, as recorded on the ETA 5-159 Reports for intrastate and interstate. Figures III-3 and III-6 show the percentages of first payments made within 14 days of the end of the first compensable week for waiting week States or within 21 days for nonwaiting week States. Also shown are the percentages paid within 35 days.

The Secretary's Standard for Initial Claims Promptness of Intrastate and Interstate claims is the full payment of unemployment benefits to eligible claimants with the greatest promptness that is administratively feasible. The criteria used to determine whether there has been substantial compliance with this standard is for 87 percent of intrastate claims to be paid within 14/21 days and 93 percent to be paid within 35 days. The criteria for interstate claims is for 70 percent to be paid within 14/21 days and 78 percent to be paid within 35 days. (20 C.F.R. 640.5.)

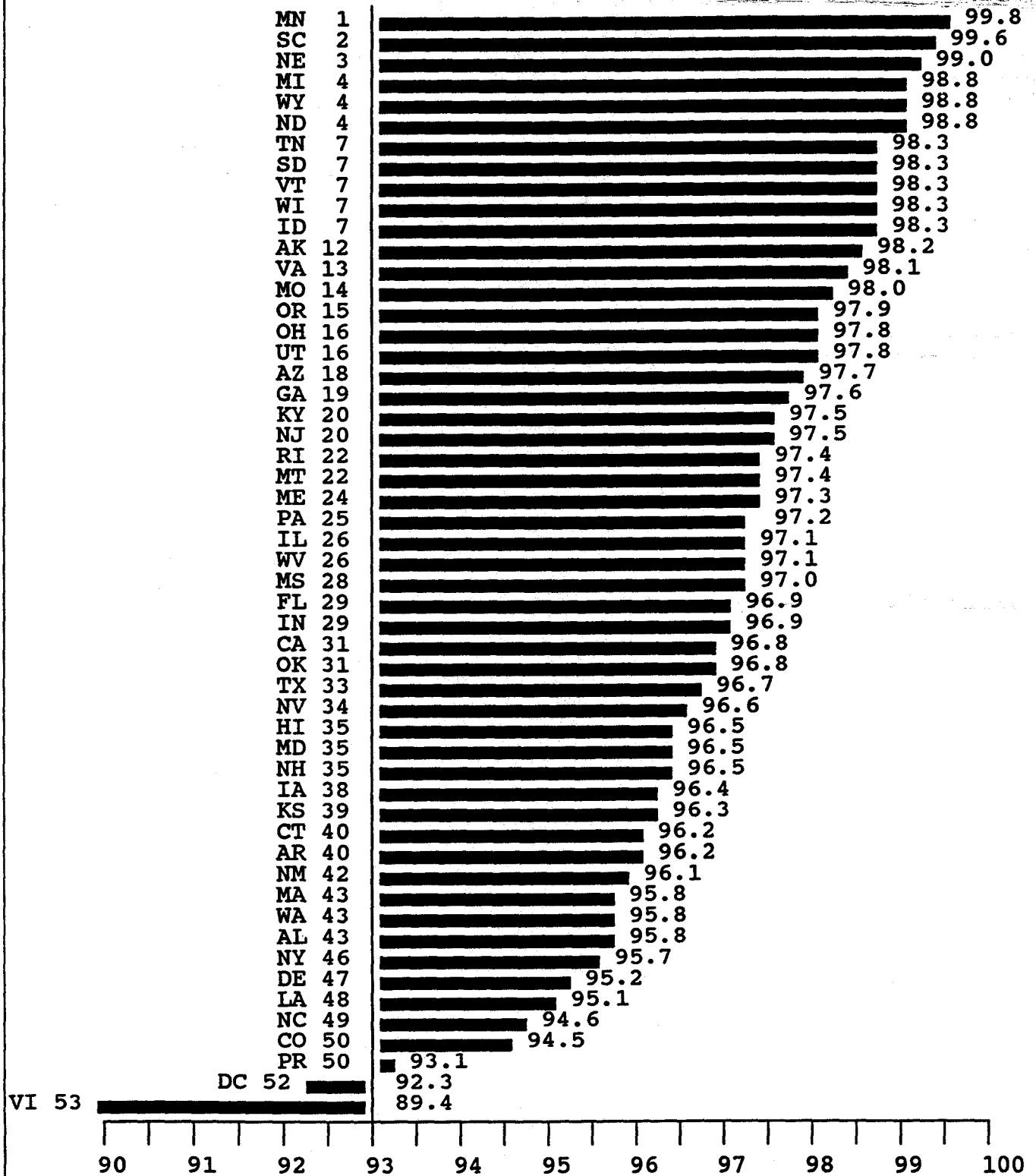
Figures III-7 through III-12 present the percentages of UCFE and UCX first payments made within the same timeframes as for intrastate and interstate as taken from the ETA 5-159 Reports. The Desired Levels of Achievement for UCFE are 70 percent paid within 14/21 days and 78 percent paid within 35 days. For UCX, the Desired Levels of Achievement are 87 percent paid within 14/21 days and 93 percent paid within 35 days.

Analyses of first payments made in over 14 days (21 for nonwaiting week States) are made to determine the causes for delays. These analyses are made for intrastate, interstate, UCFE, and UCX where the applicable Secretary's Standards or Desired Levels of Achievement were not met the previous year. Causes for delays are grouped into two broad categories: controllable delays and uncontrollable delays. Controllable delays include processing errors, processing delays, and procedural constraints. Other causes such as appeal reversals, combined wage claims, and claimant errors are classified as uncontrollable delays. The percentage of controllable delays is shown in figures III-3, III-6, III-9 and III-12.

INTRASTATE INITIAL CLAIMS PROMPTNESS -- 14/21 DAYS

SS: Minimum of 87% paid within 14/21 days of first compensable week ending date

INTRASTATE INITIAL CLAIMS PROMPTNESS -- 35 DAYS



INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE INTRASTATE CLAIMS

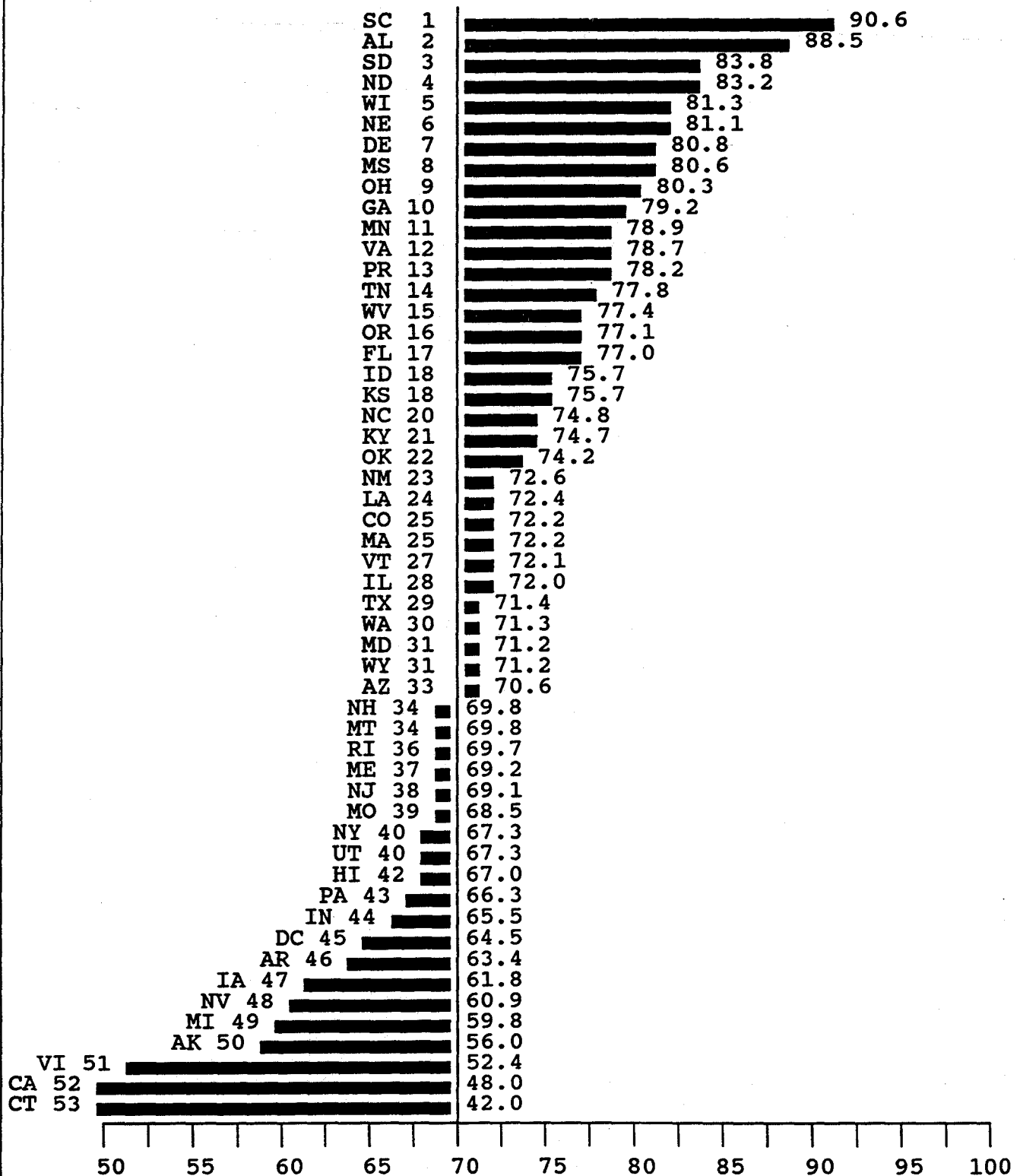
April 1, 1992 through March 31, 1993

Criteria: Minimum of 87 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 93 Percent Made Within 35 Days of First Compensable Week Ending Date.

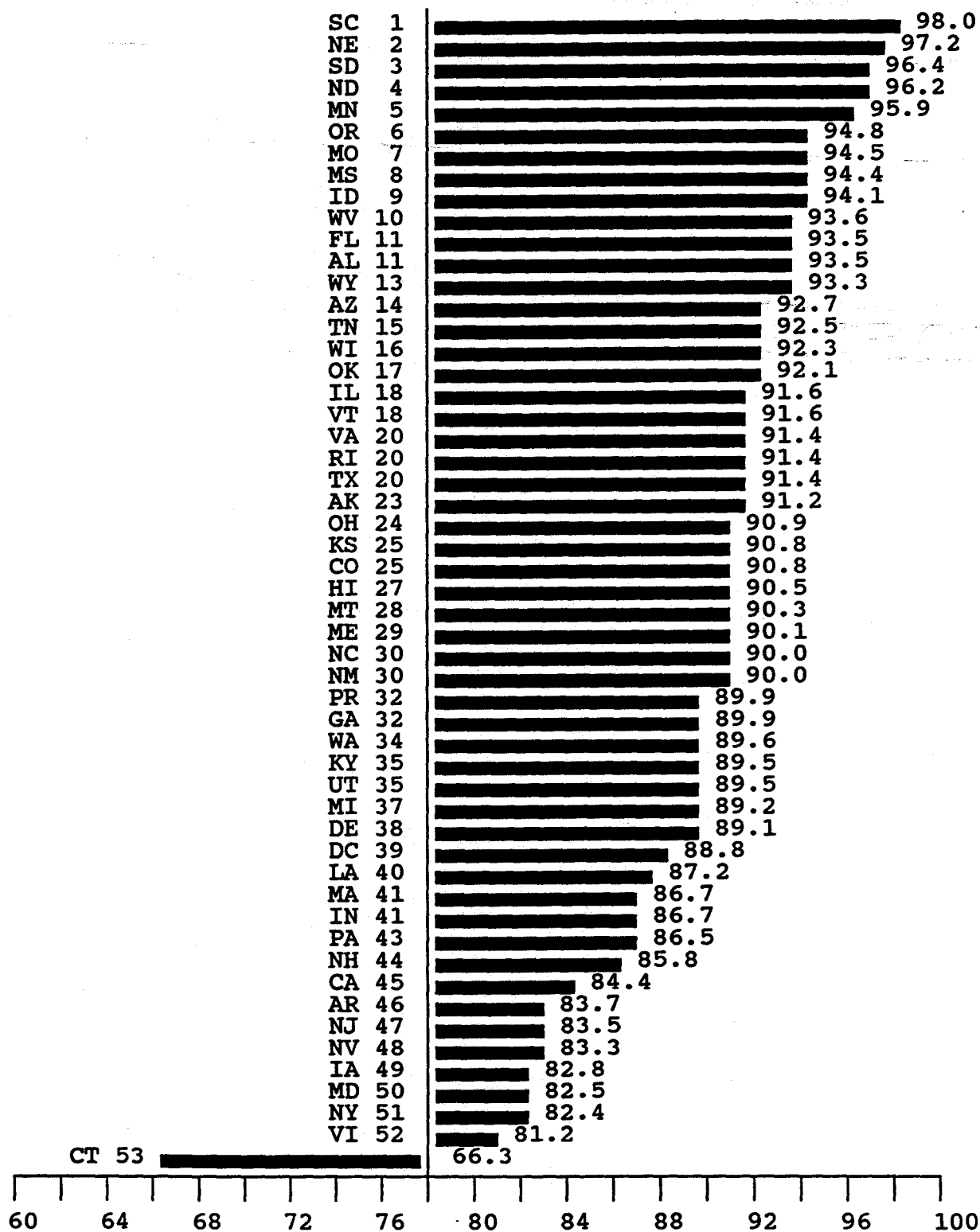
STATE	% TIMELY 14 / 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
REGION 1			
CONNECTICUT	91.7	96.2	N/R
MAINE	90.7	97.3	N/R
MASSACHUSETTS	87.2	95.8	N/R
NEW HAMPSHIRE	91.4	96.5	N/R
RHODE ISLAND	90.8	97.4	N/R
VERMONT	94.9	98.3	N/R
REGION 2			
NEW JERSEY	92.3	97.5	N/R
NEW YORK	86.8	95.7	60.4
PUERTO RICO	82.5	93.1	74.0
VIRGIN ISLANDS	70.6	89.4	92.4
REGION 3			
DELAWARE	90.9	95.2	N/R
DIST OF COL	81.4	92.3	59.6
MARYLAND	92.2	96.5	N/R
PENNSYLVANIA	91.3	97.2	N/R
VIRGINIA	95.3	98.1	N/R
WEST VIRGINIA	90.5	97.1	N/R
REGION 4			
ALABAMA	87.7	95.8	N/R
FLORIDA	90.3	96.9	N/R
GEORGIA	95.1	97.6	N/R
KENTUCKY	93.5	97.5	N/R
MISSISSIPPI	93.4	97.0	N/R
NORTH CAROLINA	87.4	94.6	N/R
SOUTH CAROLINA	97.8	99.6	N/R
TENNESSEE	94.3	98.3	N/R

continued

STATE	% TIMELY 14 / 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
REGION 5			
ILLINOIS	90.7	97.1	N/R
INDIANA	90.8	96.9	N/R
MICHIGAN	93.0	98.8	73.2
MINNESOTA	97.9	99.8	N/R
OHIO	92.5	97.8	N/R
WISCONSIN	96.3	98.3	N/R
REGION 6			
ARKANSAS	90.0	96.2	N/R
LOUISIANA	87.5	95.1	N/R
NEW MEXICO	87.4	96.1	80.2
OKLAHOMA	91.5	96.8	N/R
TEXAS	91.9	96.7	N/R
REGION 7			
IOWA	87.8	96.4	N/R
KANSAS	89.6	96.3	N/R
MISSOURI	88.2	98.0	N/R
NEBRASKA	95.7	99.0	N/R
REGION 8			
COLORADO	86.1	94.5	44.8
MONTANA	89.9	97.4	N/R
NORTH DAKOTA	92.8	98.8	N/R
SOUTH DAKOTA	94.1	98.3	N/R
UTAH	88.1	97.8	N/R
WYOMING	96.4	98.8	N/R
REGION 9			
ARIZONA	92.7	97.7	N/R
CALIFORNIA	86.5	96.8	N/R
HAWAII	84.1	96.5	N/R
NEVADA	91.6	96.6	N/R
REGION 10			
ALASKA	87.5	98.2	N/R
IDAHO	94.9	98.3	N/R
OREGON	92.4	97.9	N/R
WASHINGTON	87.6	95.8	N/R

INTERSTATE INITIAL CLAIMS PROMPTNESS -- 14/21 DAYS

SS: Minimum of 70% paid within 14/21 days of first compensable week ending date

INTERSTATE INITIAL CLAIMS PROMPTNESS -- 35 DAYS

SS: Minimum of 78% paid within 35 days of
first compensable week ending date

INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE INTERSTATE CLAIMS

April 1, 1992 through March 31, 1993

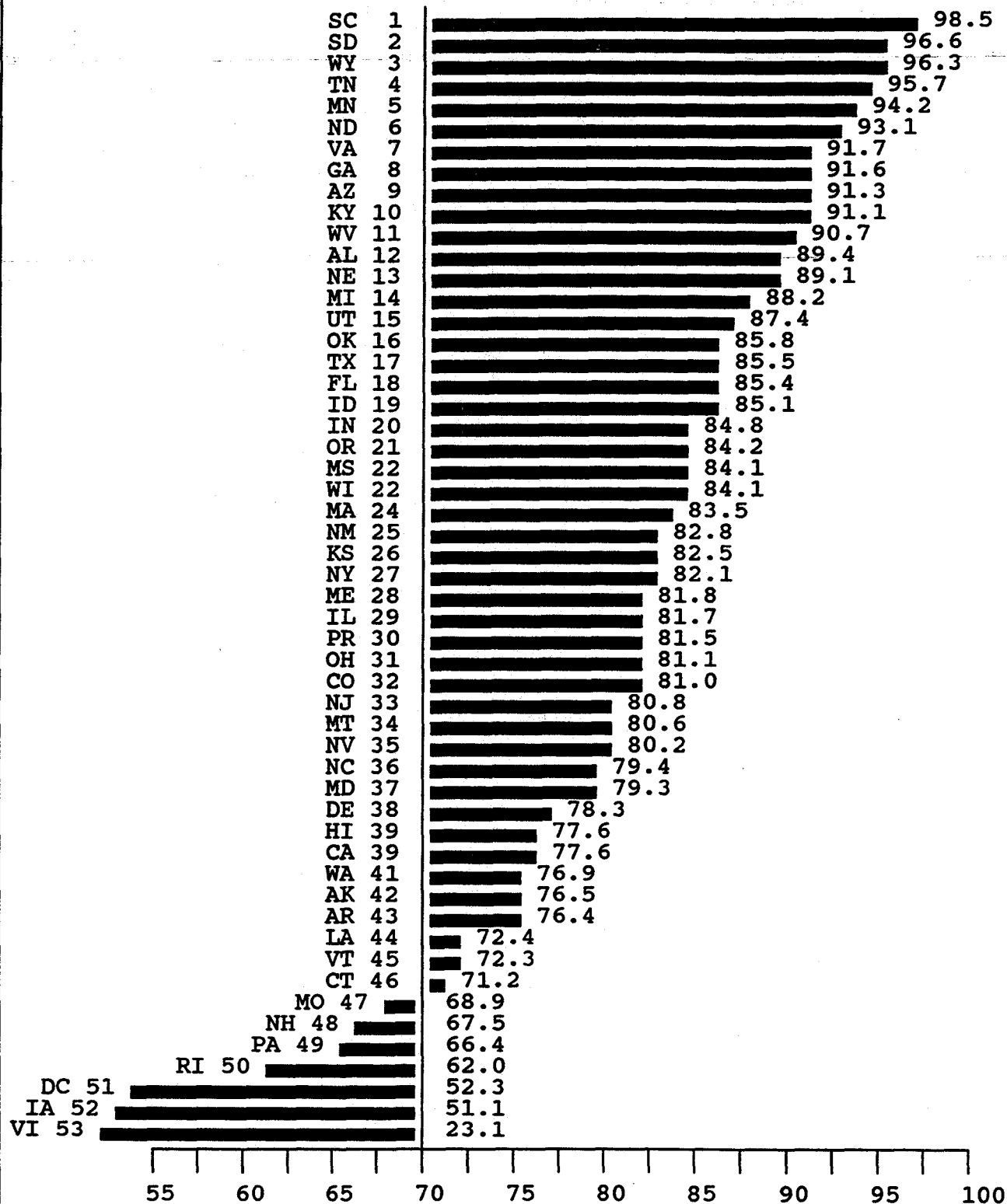
Criteria: Minimum of 70 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 78 Percent Made Within 35 Days of First Compensable Week Ending Date.

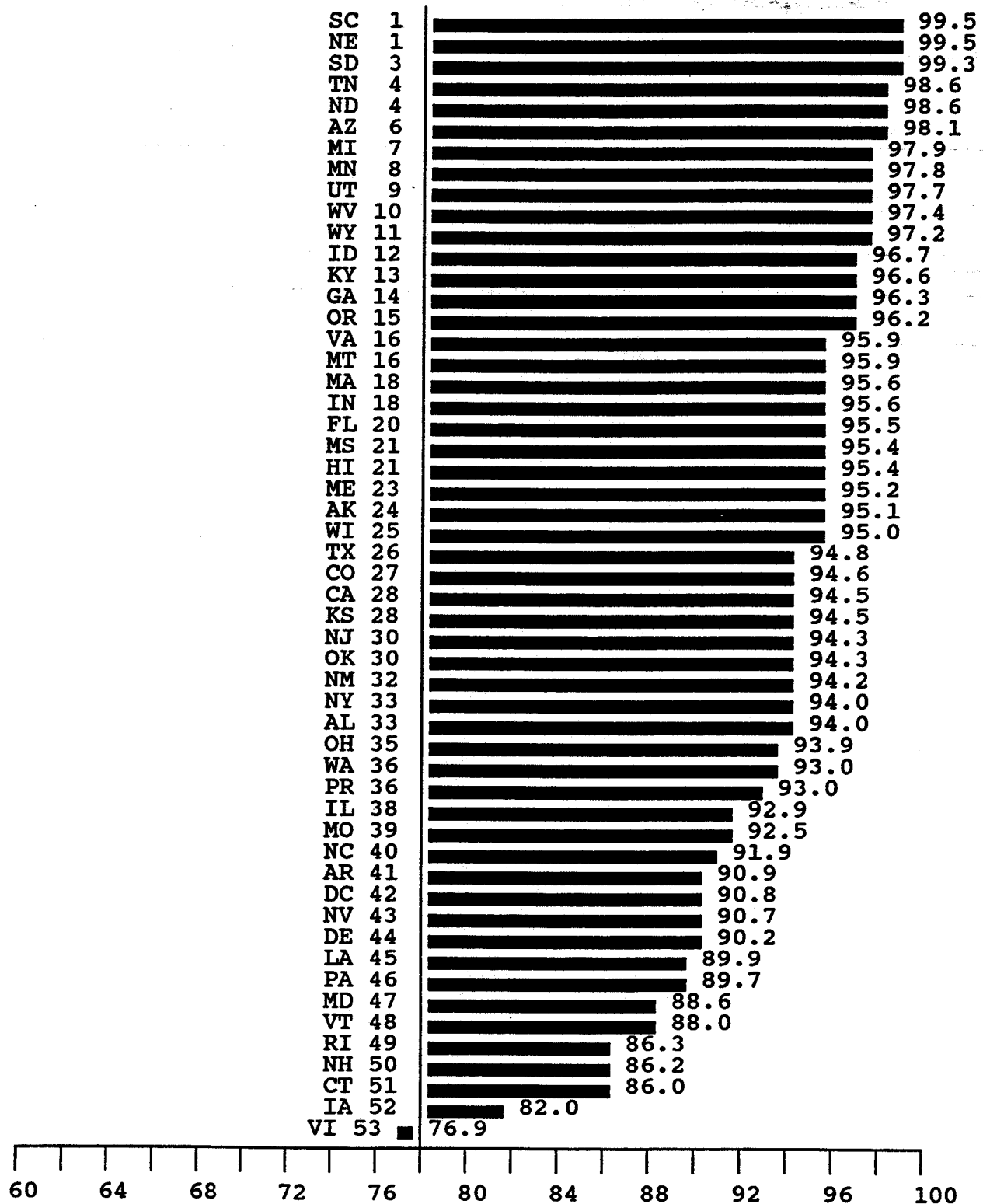
STATE	% TIMELY 14 / 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
REGION 1			
CONNECTICUT	42.0	66.3	N/R
MAINE	69.2	90.1	43.0
MASSACHUSETTS	72.2	86.7	N/R
NEW HAMPSHIRE	69.8	85.8	N/R
RHODE ISLAND	69.7	91.4	N/R
VERMONT	72.1	91.6	74.3
REGION 2			
NEW JERSEY	69.1	83.5	31.0
NEW YORK	67.3	82.4	60.4
PUERTO RICO	78.2	89.9	73.5
VIRGIN ISLANDS	52.4	81.2	46.0
REGION 3			
DELAWARE	80.8	89.1	80.1
DIST OF COL	64.5	88.8	48.5
MARYLAND	71.2	82.5	N/R
PENNSYLVANIA	66.3	86.5	N/R
VIRGINIA	78.7	91.4	N/R
WEST VIRGINIA	77.4	93.6	N/R
REGION 4			
ALABAMA	88.5	93.5	N/R
FLORIDA	77.0	93.5	N/R
GEORGIA	79.2	89.9	N/R
KENTUCKY	74.7	89.5	N/R
MISSISSIPPI	80.6	94.4	N/R
NORTH CAROLINA	74.8	90.0	N/R
SOUTH CAROLINA	90.6	98.0	N/R
TENNESSEE	77.8	92.5	N/R

continued

STATE	% TIMELY 14 / 21 DAYS	%TIMELY 35 DAYS	% DELAYS CONT
REGION 5			
ILLINOIS	72.0	91.6	N/R
INDIANA	65.5	86.7	55.0
MICHIGAN	59.8	89.2	N/R
MINNESOTA	78.9	95.9	N/R
OHIO	80.3	90.9	N/R
WISCONSIN	81.3	92.3	N/R
REGION 6			
ARKANSAS	63.4	83.7	62.5
LOUISIANA	72.4	87.2	N/R
NEW MEXICO	72.6	90.0	N/R
OKLAHOMA	74.2	92.1	N/R
TEXAS	71.4	91.4	N/R
REGION 7			
IOWA	61.8	82.8	N/R
KANSAS	75.7	90.8	N/R
MISSOURI	68.5	94.5	46.0
NEBRASKA	81.1	97.2	INA
REGION 8			
COLORADO	72.2	90.8	40.5
MONTANA	69.8	90.3	N/R
NORTH DAKOTA	83.2	96.2	N/R
SOUTH DAKOTA	83.8	96.4	N/R
UTAH	67.3	89.5	N/R
WYOMING	71.2	93.3	N/R
REGION 9			
ARIZONA	70.6	92.7	24.0
CALIFORNIA	48.0	84.4	N/R
HAWAII	67.0	90.5	45.0
NEVADA	60.9	83.3	N/R
REGION 10			
ALASKA	56.0	91.2	N/R
IDAHO	75.7	94.1	N/R
OREGON	77.1	94.8	N/R
WASHINGTON	71.3	89.6	23.6

UCFE INITIAL CLAIMS PROMPTNESS -- 14/21 DAYS



UCFE INITIAL CLAIMS PROMPTNESS -- 35 DAYS

INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE UCFE CLAIMS

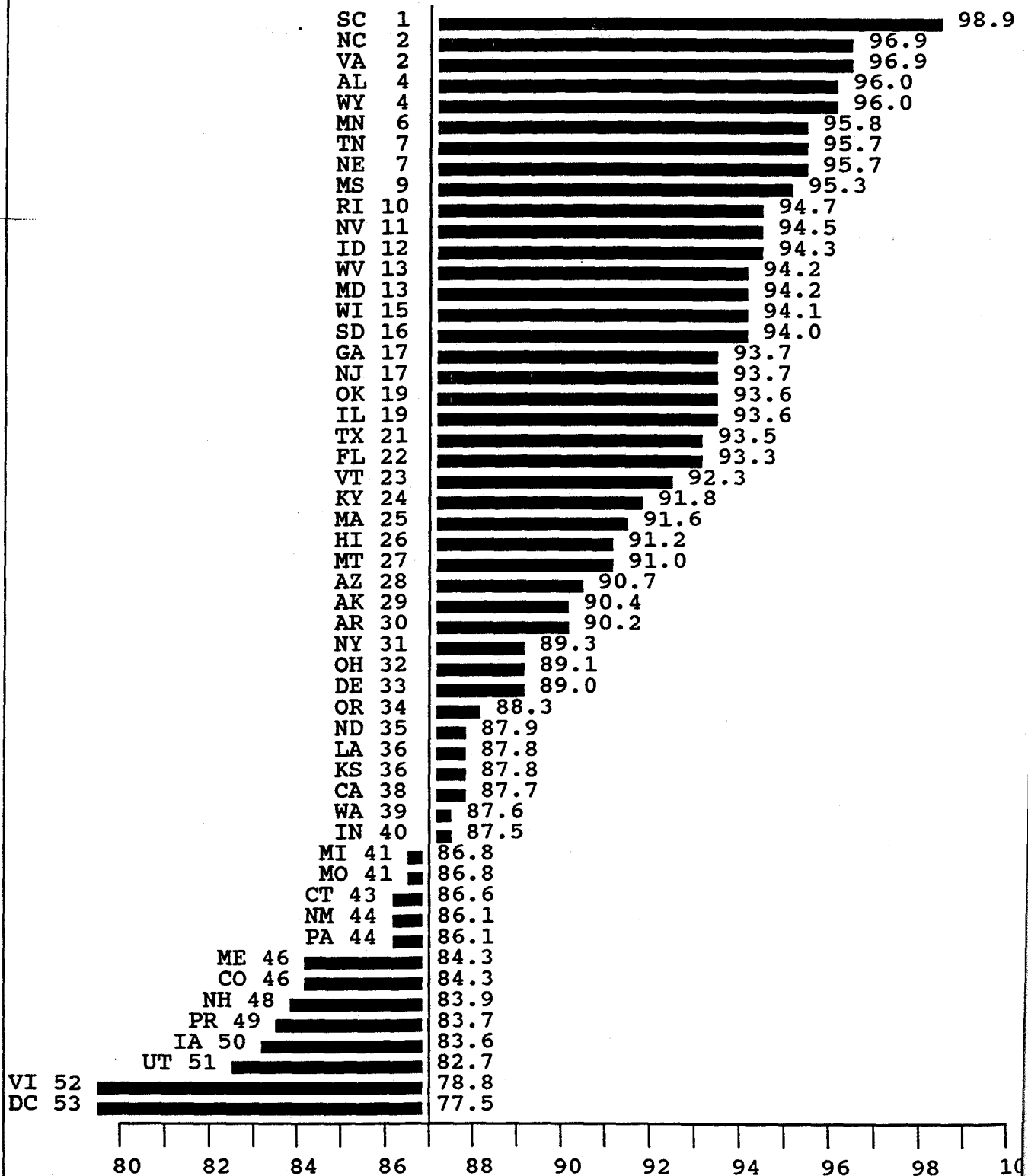
April 1, 1992 through March 31, 1993

Desired Level of Achievement: Minimum of 70 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 78 Percent Made Within 35 Days of First Compensable Week Ending Date.

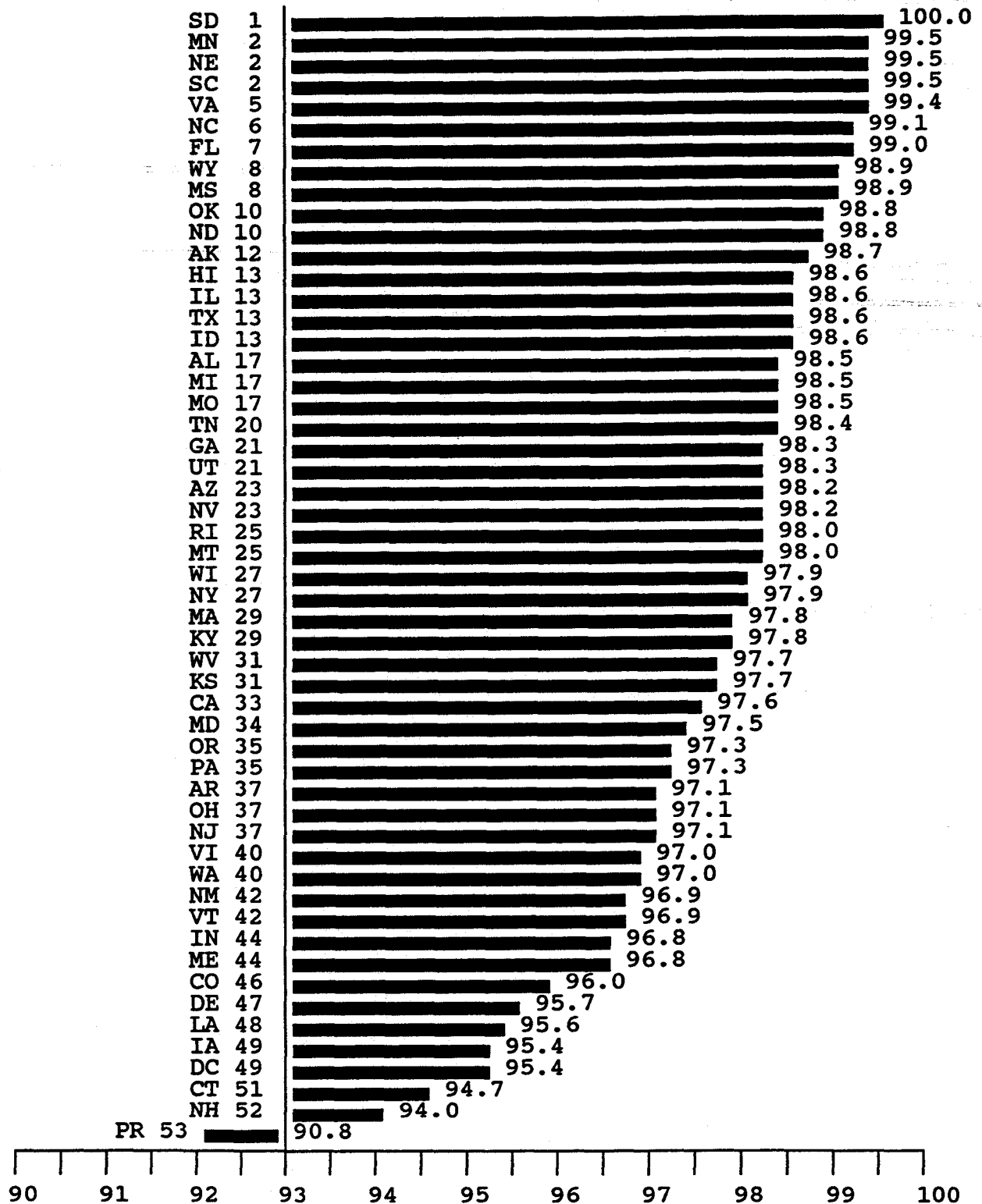
STATE	%TIMELY 14/21 DAYS	%TIMELY 35 DAYS	% DELAYS CONT
REGION 1			
CONNECTICUT	71.2	86.0	N/R
MAINE	81.8	95.2	68.0
MASSACHUSETTS	83.5	95.6	N/R
NEW HAMPSHIRE	67.5	86.2	N/R
RHODE ISLAND	62.0	86.3	76.0
VERMONT	72.3	88.0	N/R
REGION 2			
NEW JERSEY	80.8	94.3	N/R
NEW YORK	82.1	94.0	N/R
PUERTO RICO	81.5	93.0	84.0
VIRGIN ISLANDS	23.1	76.9	100.0
REGION 3			
DELAWARE	78.3	90.2	N/R
DIST OF COL	52.3	90.8	82.0
MARYLAND	79.3	88.6	N/R
PENNSYLVANIA	66.4	89.7	N/R
VIRGINIA	91.7	95.9	N/R
WEST VIRGINIA	90.7	97.4	N/R
REGION 4			
ALABAMA	89.4	94.0	N/R
FLORIDA	85.4	95.5	N/R
GEORGIA	91.6	96.3	N/R
KENTUCKY	91.1	96.6	N/R
MISSISSIPPI	84.1	95.4	N/R
NORTH CAROLINA	79.4	91.9	N/R
SOUTH CAROLINA	98.5	99.5	N/R
TENNESSEE	95.7	98.6	N/R

continued

STATE	% TIMELY 14 /21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
REGION 5			
ILLINOIS	81.7	92.9	N/R
INDIANA	84.8	95.6	N/R
MICHIGAN	88.2	97.9	N/R
MINNESOTA	94.2	97.8	N/R
OHIO	81.1	93.9	78.0
WISCONSIN	84.1	95.0	N/R
REGION 6			
ARKANSAS	76.4	90.9	N/R
LOUISIANA	72.4	89.9	N/R
NEW MEXICO	82.8	94.2	N/R
OKLAHOMA	85.8	94.3	N/R
TEXAS	85.5	94.8	N/R
REGION 7			
IOWA	51.1	82.0	83.3
KANSAS	82.5	94.5	N/R
MISSOURI	68.9	92.5	N/R
NEBRASKA	89.1	99.5	N/R
REGION 8			
COLORADO	81.0	94.6	N/R
MONTANA	80.6	95.9	N/R
NORTH DAKOTA	93.1	98.6	N/R
SOUTH DAKOTA	96.6	99.3	N/R
UTAH	87.4	97.7	N/R
WYOMING	96.3	97.2	N/R
REGION 9			
ARIZONA	91.3	98.1	N/R
CALIFORNIA	77.6	94.5	N/R
HAWAII	77.6	95.4	N/R
NEVADA	80.2	90.7	N/R
REGION 10			
ALASKA	76.5	95.1	N/R
IDAHO	85.1	96.7	N/R
OREGON	84.2	96.2	N/R
WASHINGTON	76.9	93.0	N/R

UCX INITIAL CLAIMS PROMPTNESS -- 14/21 DAYS

UCX INITIAL CLAIMS PROMPTNESS -- 35 DAYS



INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE UCX CLAIMS

April 1, 1992 through March 31, 1993

Desired Level of Achievement: Minimum of 87 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 93 Percent Made Within 35 Days of First Compensable Week Ending Date.

STATE	% TIMELY 14 / 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
REGION 1			
CONNECTICUT	86.6	94.7	N/R
MAINE	84.3	96.8	54.3
MASSACHUSETTS	91.6	97.8	N/R
NEW HAMPSHIRE	83.9	94.0	87.0
RHODE ISLAND	94.7	98.0	N/R
VERMONT	92.3	96.9	N/R
REGION 2			
NEW JERSEY	93.7	97.1	75.0
NEW YORK	89.3	97.9	74.0
PUERTO RICO	83.7	90.8	88.0
VIRGIN ISLANDS	78.8	97.0	100.0
REGION 3			
DELAWARE	89.0	95.7	N/R
DIST OF COL	77.5	95.4	82.5
MARYLAND	94.2	97.5	N/R
PENNSYLVANIA	86.1	97.3	N/R
VIRGINIA	96.9	99.4	N/R
WEST VIRGINIA	94.2	97.7	N/R
REGION 4			
ALABAMA	96.0	98.5	N/R
FLORIDA	93.3	99.0	N/R
GEORGIA	93.7	98.3	N/R
KENTUCKY	91.8	97.8	N/R
MISSISSIPPI	95.3	98.9	N/R
NORTH CAROLINA	96.9	99.1	N/R
SOUTH CAROLINA	98.9	99.5	N/R
TENNESSEE	95.7	98.4	N/R

continued

STATE	% TIMELY 14 / 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
REGION 5			
ILLINOIS	93.6	98.6	N/R
INDIANA	87.5	96.8	36.0
MICHIGAN	86.8	98.5	58.0
MINNESOTA	95.8	99.5	N/R
OHIO	89.1	97.1	84.0
WISCONSIN	94.1	97.9	N/R
REGION 6			
ARKANSAS	90.2	97.1	N/R
LOUISIANA	87.8	95.6	N/R
NEW MEXICO	86.1	96.9	84.0
OKLAHOMA	93.6	98.8	N/R
TEXAS	93.5	98.6	N/R
REGION 7			
IOWA	83.6	95.4	N/R
KANSAS	87.8	97.7	N/R
MISSOURI	86.8	98.5	N/R
NEBRASKA	95.7	99.5	N/R
REGION 8			
COLORADO	84.3	96.0	22.0
MONTANA	91.0	98.0	N/R
NORTH DAKOTA	87.9	98.8	29.7
SOUTH DAKOTA	94.0	100.0	N/R
UTAH	82.7	98.3	43.0
WYOMING	96.0	98.9	N/R
REGION 9			
ARIZONA	90.7	98.2	N/R
CALIFORNIA	87.7	97.6	N/R
HAWAII	91.2	98.6	N/R
NEVADA	94.5	98.2	N/R
REGION 10			
ALASKA	90.4	98.7	N/R
IDAHO	94.3	98.6	N/R
OREGON	88.3	97.3	40.0
WASHINGTON	87.6	97.0	N/R

A. Performance. The Nonmonetary Determinations performance measurement utilizes the "Performance Based Quality Control Program for Nonmonetary Adjudication" package (QPI), ETA Handbook No. 301. Samples are selected statewide, if possible, otherwise from randomly selected local offices. Five categories of issues are reviewed--intrastate separation issues, intrastate nonseparation issues, interstate separation issues, interstate nonseparation issues and UCFE separation issues.

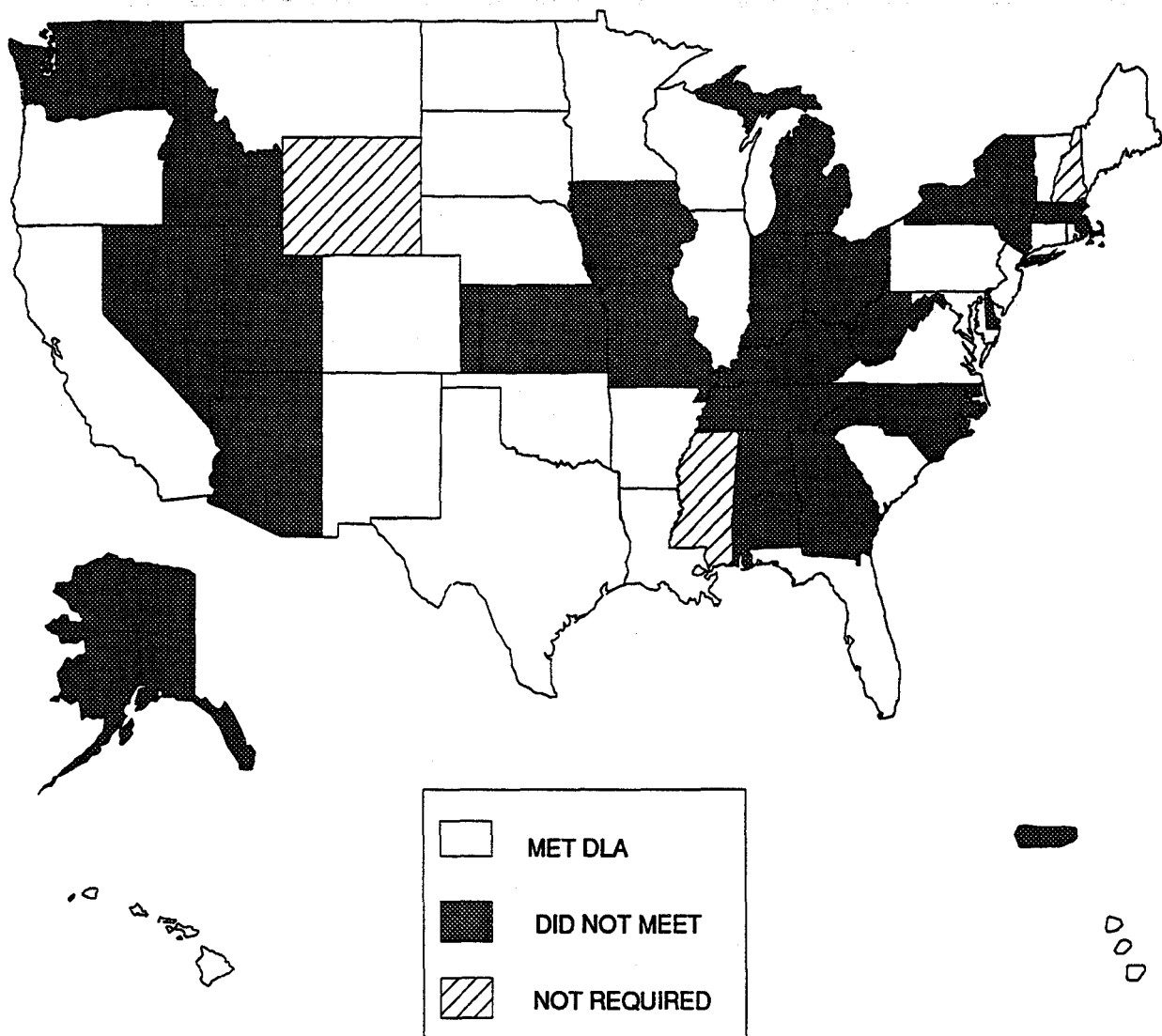
The results for intrastate separation and intrastate nonseparation issues are shown in Figures III-13 through III-16 respectively. Figures III-14 and III-16 show the total number of cases reviewed, the percentage of cases considered to have acceptable quality -- scores of 81 points or more, the percentage of cases meeting the State law and policy -- scores of 51 points or more. In States where samples were not selected statewide, the percentages of cases passing and cases meeting law and policy are weighted averages of the results based on the relative sizes of local office workloads. The Desired Level of Achievement for intrastate separation issues is a minimum of 75 percent of the cases meeting quality. For intrastate nonseparation issues, the Desired Level of Achievement is a minimum of 80 percent of the cases meeting quality.

The results for interstate separation and interstate nonseparation issues are shown in Figures III-17 and III-18 respectively. Desired Levels of Achievement have not been established to measure the quality of interstate determinations.

The results for UCFE separation issues are shown in Figure III-19. A Desired Level of Achievement has not been established for UCFE.

"N / R" indicates that the State was not required to conduct the measurement in FY 1993 because the established Desired Level of Achievement was met in FY 1992.

**NONMONETARY DETERMINATIONS PERFORMANCE
INTRASTATE SEPARATION ISSUES**



DLA: Minimum of 75% of cases having acceptable scores

NONMONETARY DETERMINATIONS PERFORMANCE INTRASTATE SEPARATION ISSUES

Desired Level of Achievement:

Minimum of 75 Percent of Cases Having Acceptable Scores.

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
REGION 1			
CONNECTICUT	70	77.1	92.9
MAINE	70	78.6	100.0
MASSACHUSETTS	70	68.6	100.0
NEW HAMPSHIRE	N/R	N/R	N/R
RHODE ISLAND	75	85.3	100.0
VERMONT	72	83.3	97.2
REGION 2			
NEW JERSEY	70	79.6	100.0
NEW YORK	70	36.4	100.0
PUERTO RICO	70	40.5	97.8
VIRGIN ISLANDS	70	88.6	INA
REGION 3			
DELAWARE	70	67.1	100.0
DIST OF COL	70	21.0	88.9
MARYLAND	70	77.1	95.7
PENNSYLVANIA	72	79.2	98.6
VIRGINIA	70	85.7	100.0
WEST VIRGINIA	70	67.1	97.1
REGION 4			
ALABAMA	70	74.3	100.0
FLORIDA	70	78.6	100.0
GEORGIA	70	65.7	100.0
KENTUCKY	70	70.0	100.0
MISSISSIPPI	N/R	N/R	N/R
NORTH CAROLINA	70	64.3	100.0
SOUTH CAROLINA	70	81.4	100.0
TENNESSEE	70	64.3	100.0

continued

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
REGION 5			
ILLINOIS	70	62.9	95.7
INDIANA	70	74.3	100.0
MICHIGAN	70	50.0	90.0
MINNESOTA	70	80.0	100.0
OHIO	70	66.6	100.0
WISCONSIN	70	75.7	90.0
REGION 6			
ARKANSAS	70	75.7	100.0
LOUISIANA	70	94.3	100.0
NEW MEXICO	70	80.0	100.0
OKLAHOMA	70	85.7	100.0
TEXAS	70	81.4	100.0
REGION 7			
IOWA	70	55.7	100.0
KANSAS	70	70.0	100.0
MISSOURI	70	90.0	100.0
NEBRASKA	70	75.7	98.6
REGION 8			
COLORADO	70	85.7	100.0
MONTANA	70	92.9	92.9
NORTH DAKOTA	73	79.5	97.3
SOUTH DAKOTA	71	76.1	98.6
UTAH	70	60.0	95.7
WYOMING	N/R	N/R	N/R
REGION 9			
ARIZONA	70	74.3	97.1
CALIFORNIA	118	75.2	98.9
HAWAII	69	91.3	100.0
NEVADA	70	62.9	100.0
REGION 10			
ALASKA	70	74.3	95.7
IDAHO	70	57.1	98.6
OREGON	70	78.6	95.7
WASHINGTON	70	74.3	100.0

NONMONETARY DETERMINATIONS PERFORMANCE INTRASTATE NONSEPARATION ISSUES

Desired Level of Achievement:

Minimum of 80 Percent of Cases Having Acceptable Scores.

STATE	TOTAL CASES	% CASES PASSING	% MEETING LAW
REGION 1			
CONNECTICUT	64	84.4	100.0
MAINE	60	83.0	100.0
MASSACHUSETTS	60	71.7	100.0
NEW HAMPSHIRE	N/R	N/R	N/R
RHODE ISLAND	60	83.3	96.7
VERMONT	60	65.0	98.3
REGION 2			
NEW JERSEY	64	88.2	98.6
NEW YORK	60	74.0	99.9
PUERTO RICO	60	47.5	100.0
VIRGIN ISLANDS	60	88.3	INA
REGION 3			
DELAWARE	60	91.7	100.0
DIST OF COL	60	21.8	70.3
MARYLAND	60	95.0	98.3
PENNSYLVANIA	60	81.7	100.0
VIRGINIA	60	100.0	100.0
WEST VIRGINIA	60	68.3	90.0
REGION 4			
ALABAMA	60	86.7	100.0
FLORIDA	60	86.7	98.3
GEORGIA	60	80.0	100.0
KENTUCKY	60	86.7	100.0
MISSISSIPPI	N/R	N/R	N/R
NORTH CAROLINA	60	73.3	96.7
SOUTH CAROLINA	60	80.0	100.0
TENNESSEE	50	72.0	98.0

continued

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
REGION 5			
ILLINOIS	60	81.7	95.0
INDIANA	60	85.0	100.0
MICHIGAN	60	45.0	95.0
MINNESOTA	60	81.7	100.0
OHIO	60	83.1	94.1
WISCONSIN	60	81.7	93.3
REGION 6			
ARKANSAS	59	62.7	100.0
LOUISIANA	60	90.0	100.0
NEW MEXICO	60	80.0	100.0
OKLAHOMA	60	90.0	100.0
TEXAS	60	90.0	100.0
REGION 7			
IOWA	60	80.0	100.0
KANSAS	60	93.3	100.0
MISSOURI	60	83.3	100.0
NEBRASKA	60	91.7	100.0
REGION 8			
COLORADO	60	95.0	100.0
MONTANA	60	100.0	100.0
NORTH DAKOTA	60	98.3	100.0
SOUTH DAKOTA	60	98.3	100.0
UTAH	60	48.3	96.7
WYOMING	N/R	N/R	N/R
REGION 9			
ARIZONA	60	73.3	98.3
CALIFORNIA	110	80.1	98.6
HAWAII	65	100.0	100.0
NEVADA	60	61.7	100.0
REGION 10			
ALASKA	60	78.3	96.7
IDAHO	60	73.3	93.3
OREGON	60	81.7	100.0
WASHINGTON	61	78.7	100.0

FIGURE III-17

NONMONETARY DETERMINATIONS PERFORMANCE INTERSTATE SEPARATION ISSUES

Desired Level of Achievement: None Currently Established For This Activity.

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
REGION 1			
CONNECTICUT	30	86.7	93.3
MAINE	30	66.7	96.7
MASSACHUSETTS	30	63.3	96.7
NEW HAMPSHIRE	31	71.0	96.8
RHODE ISLAND	30	86.7	100.0
VERMONT	30	76.7	100.0
REGION 2			
NEW JERSEY	27	84.1	96.8
NEW YORK	30	86.7	100.0
PUERTO RICO	30	60.0	100.0
VIRGIN ISLANDS	26	88.5	INA
REGION 3			
DELAWARE	40	80.0	100.0
DIST OF COL	30	63.3	100.0
MARYLAND	30	80.0	90.0
PENNSYLVANIA	31	51.6	93.5
VIRGINIA	30	90.0	100.0
WEST VIRGINIA	30	83.3	96.7
REGION 4			
ALABAMA	30	70.0	100.0
FLORIDA	29	79.3	96.5
GEORGIA	30	70.0	100.0
KENTUCKY	30	83.3	100.0
MISSISSIPPI	30	83.3	100.0
NORTH CAROLINA	30	63.3	100.0
SOUTH CAROLINA	30	76.7	100.0
TENNESSEE	30	63.3	100.0

continued

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
REGION 5			
ILLINOIS	30	83.3	100.0
INDIANA	30	90.0	100.0
MICHIGAN	30	66.7	96.7
MINNESOTA	30	76.7	100.0
OHIO	30	46.7	86.7
WISCONSIN	30	63.3	96.7
REGION 6			
ARKANSAS	30	70.0	100.0
LOUISIANA	30	90.0	100.0
NEW MEXICO	30	93.3	100.0
OKLAHOMA	30	73.3	100.0
TEXAS	30	90.0	100.0
REGION 7			
IOWA	30	80.0	100.0
KANSAS	30	76.7	100.0
MISSOURI	30	80.0	100.0
NEBRASKA	30	80.0	100.0
REGION 8			
COLORADO	30	73.3	96.7
MONTANA	30	100.0	100.0
NORTH DAKOTA	30	96.7	100.0
SOUTH DAKOTA	32	87.5	100.0
UTAH	30	16.7	93.3
WYOMING	30	100.0	100.0
REGION 9			
ARIZONA	30	90.0	96.7
CALIFORNIA	60	66.7	100.0
HAWAII	25	88.0	100.0
NEVADA	30	83.3	100.0
REGION 10			
ALASKA	30	90.0	100.0
IDAHO	30	83.3	100.0
OREGON	32	81.3	96.9
WASHINGTON	30	90.0	100.0

NONMONETARY DETERMINATIONS PERFORMANCE INTERSTATE NONSEPARATION ISSUES

Desired Level of Achievement: None Currently Established For This Activity.

STATE	TOTAL CASES REVIEWED	% CASSES PASSING	%MEETING LAW
REGION 1			
CONNECTICUT	28	82.1	100.0
MAINE	25	68.0	100.0
MASSACHUSETTS	25	40.0	84.0
NEW HAMPSHIRE	35	65.7	97.1
RHODE ISLAND	25	88.0	100.0
VERMONT	25	72.0	96.0
REGION 2			
NEW JERSEY	32	86.8	100.0
NEW YORK	25	76.0	92.0
PUERTO RICO	25	56.0	100.0
VIRGIN ISLANDS	INA	INA	INA
REGION 3			
DELAWARE	25	84.0	92.0
DIST OF COL	25	92.0	100.0
MARYLAND	25	100.0	100.0
PENNSYLVANIA	25	88.0	96.0
VIRGINIA	26	100.0	100.0
WEST VIRGINIA	25	52.0	96.0
REGION 4			
ALABAMA	25	72.0	100.0
FLORIDA	25	76.0	96.0
GEORGIA	25	64.0	100.0
KENTUCKY	25	80.0	92.0
MISSISSIPPI	25	100.0	100.0
NORTH CAROLINA	25	80.0	96.0
SOUTH CAROLINA	25	100.0	100.0
TENNESSEE	20	75.0	100.0

continued

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
REGION 5			
ILLINOIS	25	76.0	96.0
INDIANA	25	64.0	100.0
MICHIGAN	25	84.0	96.0
MINNESOTA	25	92.0	100.0
OHIO	25	80.0	92.0
WISCONSIN	25	68.0	88.0
REGION 6			
ARKANSAS	25	52.0	100.0
LOUISIANA	25	100.0	100.0
NEW MEXICO	25	80.0	100.0
OKLAHOMA	25	88.0	100.0
TEXAS	25	64.0	100.0
REGION 7			
IOWA	25	92.0	100.0
KANSAS	25	88.0	100.0
MISSOURI	26	88.5	100.0
NEBRASKA	25	96.0	100.0
REGION 8			
COLORADO	25	100.0	100.0
MONTANA	25	100.0	100.0
NORTH DAKOTA	26	100.0	100.0
SOUTH DAKOTA	25	96.0	100.0
UTAH	25	36.0	96.0
WYOMING	25	96.0	100.0
REGION 9			
ARIZONA	25	76.0	100.0
CALIFORNIA	48	93.8	100.0
HAWAII	24	91.7	100.0
NEVADA	25	68.0	100.0
REGION 10			
ALASKA	25	68.0	96.0
IDAHO	25	80.0	100.0
OREGON	32	78.1	96.9
WASHINGTON	26	84.6	100.0

NONMONETARY DETERMINATIONS PERFORMANCE UCFE CLAIMS

Desired Level of Achievement: None Currently Established For This Activity.

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
REGION 1			
CONNECTICUT	25	84.0	100.0
MAINE	25	72.0	100.0
MASSACHUSETTS	25	64.0	100.0
NEW HAMPSHIRE	21	52.4	90.5
RHODE ISLAND	22	86.4	90.9
VERMONT	25	92.0	100.0
REGION 2			
NEW JERSEY	39	82.1	100.0
NEW YORK	25	53.7	98.6
PUERTO RICO	25	43.7	100.0
VIRGIN ISLANDS	INA	INA	INA
REGION 3			
DELAWARE	24	75.0	100.0
DIST OF COL	25	29.4	76.5
MARYLAND	25	92.0	96.0
PENNSYLVANIA	25	88.0	96.0
VIRGINIA	25	96.0	100.0
WEST VIRGINIA	25	60.0	92.0
REGION 4			
ALABAMA	25	80.0	100.0
FLORIDA	25	52.0	100.0
GEORGIA	25	44.0	100.0
KENTUCKY	25	76.0	96.0
MISSISSIPPI	25	80.0	100.0
NORTH CAROLINA	25	88.0	100.0
SOUTH CAROLINA	25	88.0	100.0
TENNESSEE	24	75.0	100.0

continued

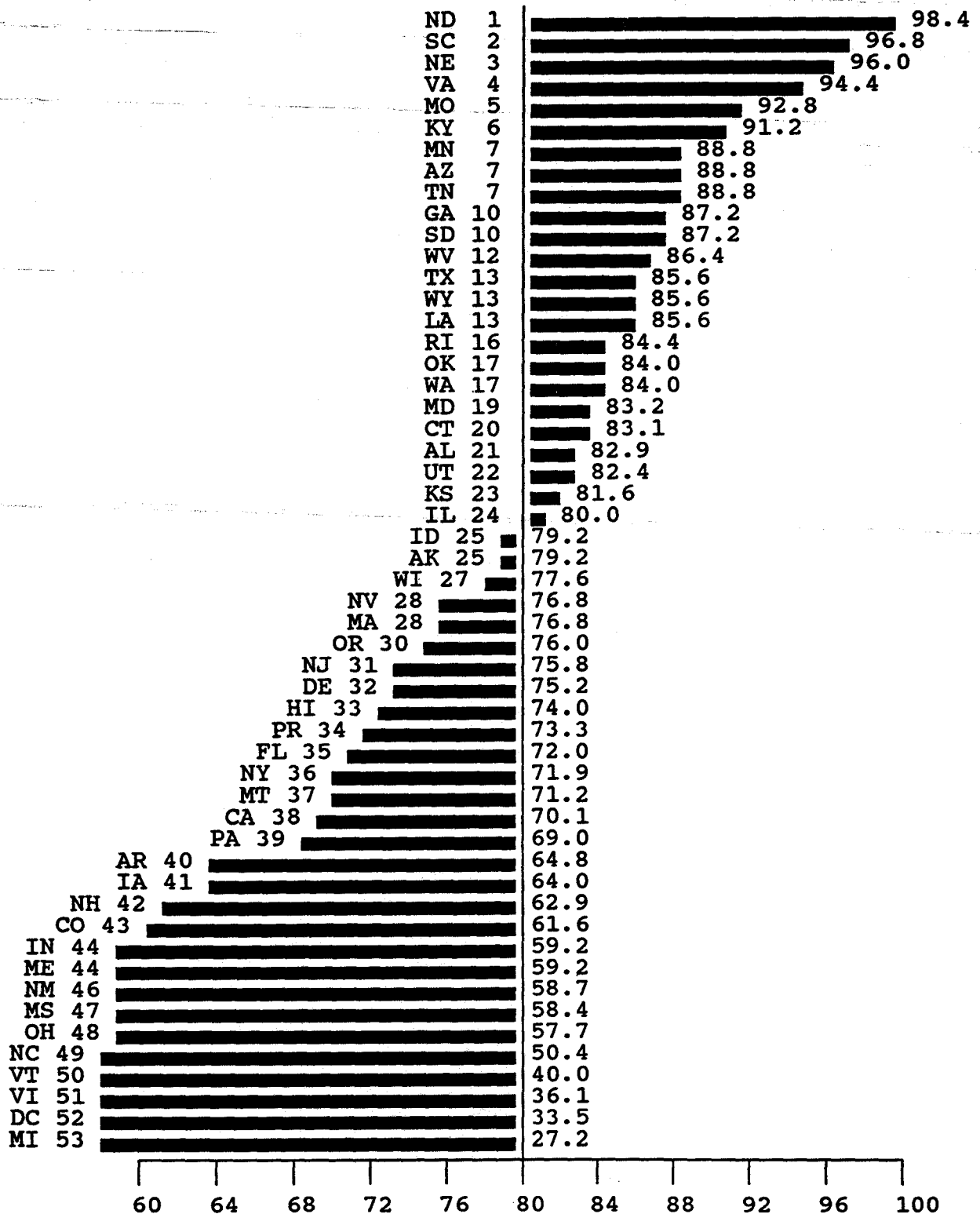
STATE	TOTAL CASES	% CASES PASSING	% MEETING LAW
REGION 5			
ILLINOIS	25	92.0	96.0
INDIANA	15	86.7	93.3
MICHIGAN	25	80.0	100.0
MINNESOTA	25	92.0	100.0
OHIO	25	56.0	96.0
WISCONSIN	25	52.0	92.0
REGION 6			
ARKANSAS	25	56.0	100.0
LOUISIANA	25	96.0	100.0
NEW MEXICO	25	84.0	100.0
OKLAHOMA	25	92.0	100.0
TEXAS	25	92.0	100.0
REGION 7			
IOWA	25	72.0	100.0
KANSAS	25	80.0	100.0
MISSOURI	25	84.0	100.0
NEBRASKA	25	80.0	96.0
REGION 8			
COLORADO	25	96.0	100.0
MONTANA	25	100.0	100.0
NORTH DAKOTA	25	96.0	100.0
SOUTH DAKOTA	25	100.0	100.0
UTAH	25	84.0	100.0
WYOMING	25	96.0	100.0
REGION 9			
ARIZONA	25	80.0	100.0
CALIFORNIA	25	72.0	100.0
HAWAII	25	92.0	100.0
NEVADA	25	80.0	100.0
REGION 10			
ALASKA	25	64.0	100.0
IDAHO	INA	INA	INA
OREGON	25	92.0	100.0
WASHINGTON	INA	INA	INA

B. Promptness

Nonmonetary Determinations promptness measurements are made of samples of issues from both intrastate cases and from interstate cases.

The results for intrastate promptness are shown in Figures III-20 and III-21. Figure III-21 shows the number of cases reviewed and the percentage of cases meeting the time lapse objectives. In States where samples were not selected statewide, these percentages are the weighted averages of the results based on the relative sizes of their local office workloads. The Desired Level of Achievement for intrastate is a minimum of 80 percent meeting the time lapse objectives. An analysis of delayed determinations is required only in those States not meeting the Desired Level of Achievement for the previous year. Figure III-21 also shows the percentage of controllable delays.

The results for interstate promptness are shown in Figure III-22. No Desired Level of Achievement has been established for interstate.

INTRASTATE NONMONETARY DETERMINATIONS PROMPTNESS

NONMONETARY DETERMINATIONS PROMPTNESS INTRASTATE

Desired Level of Achievement: Minimum of 80 Percent of Determinations Made Timely.

STATE	TOTAL CASES REVIEWED	% TIMELY	% DELAYS CONT
REGION 1			
CONNECTICUT	124	83.1	81.0
MAINE	125	59.2	100.0
MASSACHUSETTS	125	76.8	83.3
NEW HAMPSHIRE	127	62.9	91.1
RHODE ISLAND	128	84.4	55.0
VERMONT	125	40.0	74.7
REGION 2			
NEW JERSEY	130	75.8	87.5
NEW YORK	125	71.9	84.2
PUERTO RICO	125	73.3	93.1
VIRGIN ISLANDS	122	36.1	97.5
REGION 3			
DELAWARE	125	75.2	96.8
DIST OF COL	125	33.5	71.6
MARYLAND	125	83.2	100.0
PENNSYLVANIA	129	69.0	92.5
VIRGINIA	125	94.4	100.0
WEST VIRGINIA	125	86.4	47.1
REGION 4			
ALABAMA	105	82.9	100.0
FLORIDA	125	72.0	77.1
GEORGIA	125	87.2	87.5
KENTUCKY	125	91.2	100.0
MISSISSIPPI	125	58.4	N/R
NORTH CAROLINA	125	50.4	91.9
SOUTH CAROLINA	125	96.8	50.0
TENNESSEE	125	88.8	100.0

continued

STATE	TOTAL CASES REVIEWED	% TIMELY	% DELAYS CONT
REGION 5			
ILLINOIS	125	80.0	80.0
INDIANA	125	59.2	96.1
MICHIGAN	125	27.2	97.8
MINNESOTA	125	88.8	78.6
OHIO	125	57.7	94.1
WISCONSIN	125	77.6	96.4
REGION 6			
ARKANSAS	125	64.8	95.5
LOUISIANA	125	85.6	63.2
NEW MEXICO	126	58.7	86.5
OKLAHOMA	125	84.0	30.0
TEXAS	125	85.6	61.1
REGION 7			
IOWA	125	64.0	95.6
KANSAS	125	81.6	95.6
MISSOURI	125	92.8	77.8
NEBRASKA	125	96.0	100.0
REGION 8			
COLORADO	125	61.6	100.0
MONTANA	125	71.2	72.2
NORTH DAKOTA	128	98.4	50.0
SOUTH DAKOTA	125	87.2	87.5
UTAH	125	82.4	63.6
WYOMING	125	85.6	78.8
REGION 9			
ARIZONA	125	88.8	35.7
CALIFORNIA	148	70.1	75.6
HAWAII	100	74.0	N/R
NEVADA	125	76.8	96.6
REGION 10			
ALASKA	125	79.2	84.6
IDAHO	120	79.2	84.0
OREGON	125	76.0	N/R
WASHINGTON	125	84.0	65.0

NONMONETARY DETERMINATIONS PROMPTNESS INTERSTATE

Desired Level of Achievement:

None Currently Established For This Activity.

STATE	TOTAL CASES REVIEWED	% TIMELY	% DELAYS CONT
REGION 1			
CONNECTICUT	64	54.7	100.0
MAINE	60	90.0	100.0
MASSACHUSETTS	60	41.7	82.9
NEW HAMPSHIRE	60	63.3	63.6
RHODE ISLAND	60	75.0	66.7
VERMONT	60	13.3	75.0
REGION 2			
NEW JERSEY	60	37.5	78.9
NEW YORK	60	33.3	87.5
PUERTO RICO	60	36.7	78.9
VIRGIN ISLANDS	INA	INA	INA
REGION 3			
DELAWARE	60	31.7	100.0
DIST OF COL	60	3.3	75.9
MARYLAND	60	28.3	100.0
PENNSYLVANIA	60	60.0	100.0
VIRGINIA	60	85.0	100.0
WEST VIRGINIA	60	85.0	77.8
REGION 4			
ALABAMA	60	100.0	100.0
FLORIDA	60	56.7	96.2
GEORGIA	60	81.7	100.0
KENTUCKY	60	81.7	90.9
MISSISSIPPI	60	58.3	N/R
NORTH CAROLINA	60	83.3	100.0
SOUTH CAROLINA	60	88.3	100.0
TENNESSEE	60	88.3	100.0

continued

STATE	TOTAL CASES REVIEWED	% TIMELY	% DELAYS CONT
REGION 5			
ILLINOIS	60	51.7	89.7
INDIANA	60	33.3	100.0
MICHIGAN	60	26.7	100.0
MINNESOTA	60	78.3	76.9
OHIO	60	26.7	90.9
WISCONSIN	60	70.0	72.2
REGION 6			
ARKANSAS	60	36.7	100.0
LOUISIANA	60	75.0	80.0
NEW MEXICO	62	77.4	78.6
OKLAHOMA	60	70.0	55.5
TEXAS	60	58.3	80.0
REGION 7			
IOWA	60	65.0	85.7
KANSAS	60	38.3	97.3
MISSOURI	60	100.0	N/R
NEBRASKA	60	93.3	100.0
REGION 8			
COLORADO	60	56.7	100.0
MONTANA	60	70.0	94.4
NORTH DAKOTA	60	100.0	N/R
SOUTH DAKOTA	60	90.0	33.3
UTAH	60	85.0	66.7
WYOMING	60	63.3	90.9
REGION 9			
ARIZONA	60	71.7	70.6
CALIFORNIA	51	49.0	92.3
HAWAII	51	45.1	92.9
NEVADA	60	55.0	100.0
REGION 10			
ALASKA	103	33.0	94.2
IDAHO	60	51.7	72.4
OREGON	60	85.0	N/R
WASHINGTON	67	74.6	58.8

A. Initial Claims Promptness.

Data are obtained from the ETA 586 Reports for the four quarters ending March 31, 1993 to show the percentage of CWC intrastate first payments made timely. Figure III-23 shows the percentages of first payments made within 14 days of the end of the first compensable week for waiting week States or within 21 days for nonwaiting week States. Also shown are the percentages paid within 35 days. No Desired Levels of Achievement are applicable for CWC first payments since it is not a separate program but is included in the regular intrastate program and subject to the applicable Secretary's Standards.

Analyses of first payments made in over 14 days (21 for nonwaiting week States) are made to determine the causes for delays. These analyses are required only in those States which did not make 70 percent of CWC first payments timely for the previous year. Causes for delays are grouped into two broad categories: (a) controllable delays, and (b) uncontrollable delays. Controllable delays include processing errors, processing delays, and procedural constraints. Uncontrollable delays include late receipt of IB-4's, claimant errors, and appeal reversals. The percentage of controllable delays is shown in Figure III-23.

**INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE
CWC CLAIMS (INTRASTATE)**

April 1, 1992 through March 31, 1993

Desired Level of Achievement: None Currently Established For This Activity

STATE	% TIMELY 14 / 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
REGION 1			
CONNECTICUT	83.8	95.3	N/R
MAINE	77.0	92.1	38.0
MASSACHUSETTS	80.6	94.8	N/R
NEW HAMPSHIRE	58.7	78.0	56.0
RHODE ISLAND	78.9	99.7	N/R
VERMONT	77.4	91.4	N/R
REGION 2			
NEW JERSEY	64.5	85.4	58.2
NEW YORK	24.5	61.2	46.0
PUERTO RICO	47.0	68.8	52.0
VIRGIN ISLANDS	INA	INA	INA
REGION 3			
DELAWARE	70.0	83.8	40.0
DIST OF COL	67.1	85.3	30.0
MARYLAND	69.2	85.2	INA
PENNSYLVANIA	60.2	87.1	32.0
VIRGINIA	86.2	94.7	N/R
WEST VIRGINIA	87.1	95.4	N/R
REGION 4			
ALABAMA	76.6	85.9	N/R
FLORIDA	81.5	93.8	N/R
GEORGIA	58.3	81.0	N/R
KENTUCKY	77.8	90.0	N/R
MISSISSIPPI	82.6	92.6	N/R
NORTH CAROLINA	84.1	93.4	N/R
SOUTH CAROLINA	90.6	97.4	36.0
TENNESSEE	91.0	95.3	N/R

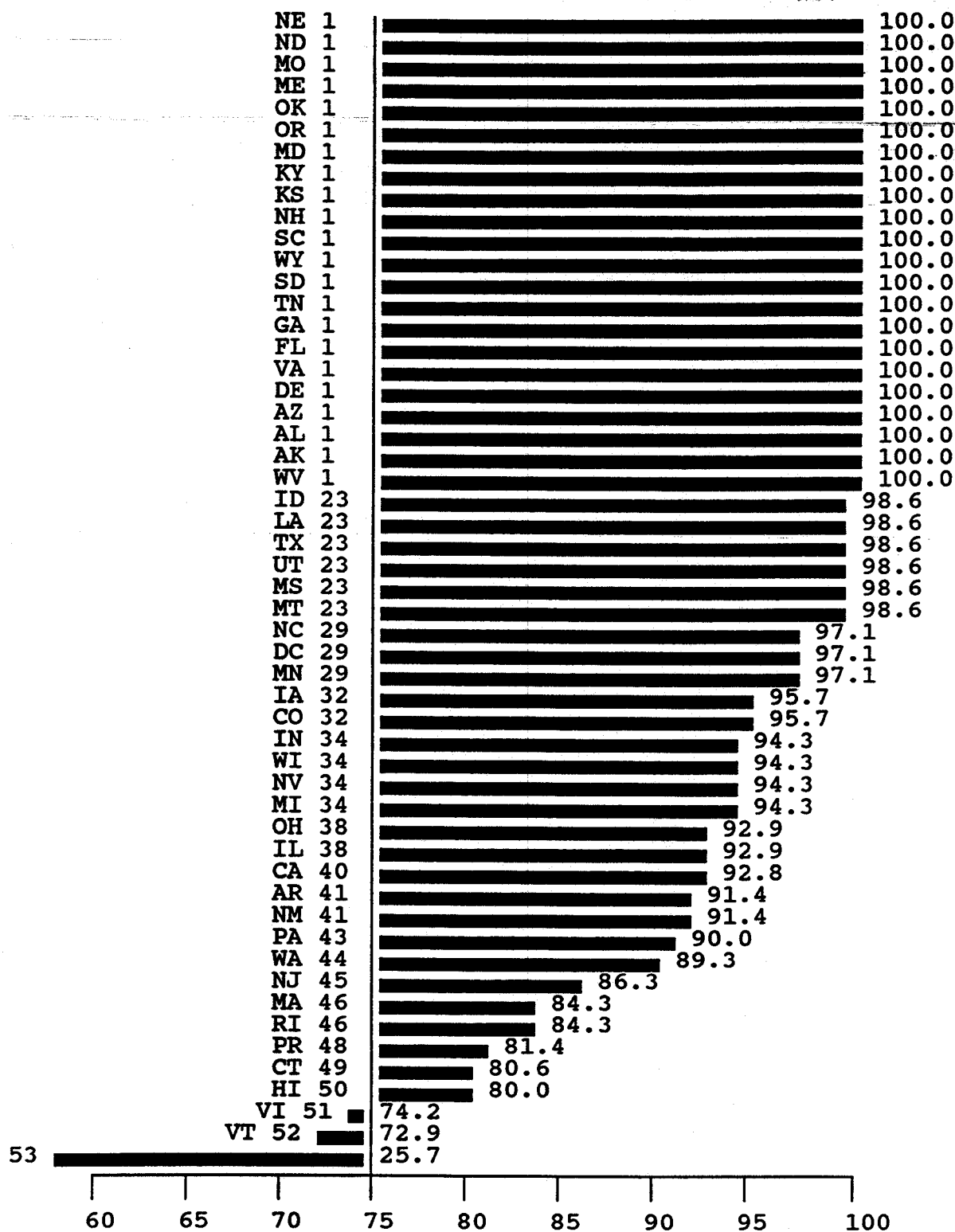
continued

STATE	% TIMELY 14/21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
REGION 5			
ILLINOIS	85.0	97.6	N/R
INDIANA	66.1	91.3	48.0
MICHIGAN	76.0	89.7	62.0
MINNESOTA	96.5	99.5	N/R
OHIO	70.6	87.0	54.0
WISCONSIN	84.3	92.6	20.0
REGION 6			
ARKANSAS	58.1	80.5	56.0
LOUISIANA	78.2	90.9	52.0
NEW MEXICO	77.3	89.9	N/R
OKLAHOMA	81.6	94.8	N/R
TEXAS	83.8	93.0	N/R
REGION 7			
IOWA	74.1	90.7	N/R
KANSAS	80.2	93.1	N/R
MISSOURI	78.3	96.8	N/R
NEBRASKA	81.6	95.2	N/R
REGION 8			
COLORADO	77.1	90.1	N/R
MONTANA	81.4	94.8	N/R
NORTH DAKOTA	84.8	96.4	N/R
SOUTH DAKOTA	86.9	94.5	N/R
UTAH	69.5	94.4	N/R
WYOMING	91.2	97.4	N/R
REGION 9			
ARIZONA	83.3	93.2	N/R
CALIFORNIA	60.8	84.6	INA
HAWAII	70.2	92.2	N/R
NEVADA	75.4	90.2	INA
REGION 10			
ALASKA	69.4	91.9	N/R
IDAHO	82.4	95.6	N/R
OREGON	80.6	94.2	N/R
WASHINGTON	75.4	90.3	N/R

B. Transferring State Promptness.

The results of the measurement are shown in Figures III-24 and III-25. Figure III-25 shows the total cases reviewed, the percentage of cases meeting the time lapse objectives, and the percentage of delays which were controllable. The Desired Level of Achievement is a minimum of 75 percent of transfers made timely.

COMBINED WAGE CLAIM - WAGE TRANSFER PROMPTNESS



CWC TRANSFERRING STATE PROMPTNESS

Desired Level of Achievement: Minimum of 75 Percent of Wage Transfers Made Timely.

STATE	TOTAL CASES REVIEWED	% TIMELY	% DELAYS CONT
REGION 1			
CONNECTICUT	67	80.6	92.3
MAINE	70	100.0	0.0
MASSACHUSETTS	70	84.3	72.7
NEW HAMPSHIRE	70	100.0	0.0
RHODE ISLAND	70	84.3	63.6
VERMONT	70	72.9	89.5
REGION 2			
NEW JERSEY	51	86.3	100.0
NEW YORK	70	25.7	86.5
PUERTO RICO	70	81.4	100.0
VIRGIN ISLANDS	66	74.2	61.9
REGION 3			
DELAWARE	70	100.0	0.0
DIST OF COL	70	97.1	100.0
MARYLAND	70	100.0	0.0
PENNSYLVANIA	70	90.0	100.0
VIRGINIA	70	100.0	0.0
WEST VIRGINIA	70	100.0	0.0
REGION 4			
ALABAMA	70	100.0	0.0
FLORIDA	70	100.0	0.0
GEORGIA	70	100.0	0.0
KENTUCKY	70	100.0	0.0
MISSISSIPPI	70	98.6	100.0
NORTH CAROLINA	70	97.1	100.0
SOUTH CAROLINA	70	100.0	0.0
TENNESSEE	70	100.0	0.0

continued

STATE	TOTAL CASES REVIEWED	% TIMELY	% DELAYS CONT
REGION 5			
ILLINOIS	70	92.9	100.0
INDIANA	70	94.3	100.0
MICHIGAN	70	94.3	100.0
MINNESOTA	70	97.1	50.0
OHIO	70	92.9	100.0
WISCONSIN	70	94.3	75.0
REGION 6			
ARKANSAS	70	91.4	100.0
LOUISIANA	70	98.6	100.0
NEW MEXICO	70	91.4	83.3
OKLAHOMA	70	100.0	0.0
TEXAS	70	98.6	100.0
REGION 7			
IOWA	70	95.7	100.0
KANSAS	70	100.0	0.0
MISSOURI	70	100.0	0.0
NEBRASKA	70	100.0	0.0
REGION 8			
COLORADO	70	95.7	100.0
MONTANA	72	98.6	0.0
NORTH DAKOTA	70	100.0	0.0
SOUTH DAKOTA	70	100.0	0.0
UTAH	70	98.6	100.0
WYOMING	70	100.0	0.0
REGION 9			
ARIZONA	70	100.0	0.0
CALIFORNIA	69	92.8	20.0
HAWAII	70	80.0	100.0
NEVADA	70	94.3	0.0
REGION 10			
ALASKA	70	100.0	0.0
IDAHO	70	98.6	100.0
OREGON	70	100.0	0.0
WASHINGTON	84	89.3	22.2

C. Billing Promptness.

The measurement period is the April-June quarter preceding the appraisal. The results of the measurement are shown in Figure III-26. Figure III-26 shows the total cases reviewed, the number of IB-6's sent within 45 days, and the percentage of IB-6's sent timely. No Desired Level of Achievement has been established for CWC billing promptness.

CWC - BILLING PROMPTNESS

Desired Level of Achievement: None Currently Established For This Activity.

STATE	TOTAL CASES REVIEWED	# TIMELY	% TIMELY
REGION 1			
CONNECTICUT	50	50	100.0
MAINE	50	50	100.0
MASSACHUSETTS	50	43	86.0
NEW HAMPSHIRE	50	50	100.0
RHODE ISLAND	50	48	96.0
VERMONT	50	50	100.0
REGION 2			
NEW JERSEY	50	49	98.0
NEW YORK	50	50	100.0
PUERTO RICO	50	49	98.0
VIRGIN ISLANDS	INA	INA	INA
REGION 3			
DELAWARE	50	50	100.0
DIST OF COL	50	0	0.0
MARYLAND	50	50	100.0
PENNSYLVANIA	50	50	100.0
VIRGINIA	50	50	100.0
WEST VIRGINIA	50	50	100.0
REGION 4			
ALABAMA	50	46	92.0
FLORIDA	49	49	100.0
GEORGIA	50	50	100.0
KENTUCKY	50	50	100.0
MISSISSIPPI	50	0	0.0
NORTH CAROLINA	50	50	100.0
SOUTH CAROLINA	50	50	100.0
TENNESSEE	50	50	100.0

continued

STATE	TOTAL CASES REVIEWED	# TIMELY	% TIMELY
REGION 5			
ILLINOIS	50	42	84.0
INDIANA	50	50	100.0
MICHIGAN	50	50	100.0
MINNESOTA	50	50	100.0
OHIO	50	50	100.0
WISCONSIN	50	50	100.0
REGION 6			
ARKANSAS	50	0	0.0
LOUISIANA	50	50	100.0
NEW MEXICO	50	50	100.0
OKLAHOMA	50	50	100.0
TEXAS	50	50	100.0
REGION 7			
IOWA	50	50	100.0
KANSAS	51	0	0.0
MISSOURI	50	50	100.0
NEBRASKA	50	50	100.0
REGION 8			
COLORADO	50	50	100.0
MONTANA	50	49	98.0
NORTH DAKOTA	50	50	100.0
SOUTH DAKOTA	50	0	0.0
UTAH	50	50	100.0
WYOMING	50	50	100.0
REGION 9			
ARIZONA	50	50	100.0
CALIFORNIA	50	0	0.0
HAWAII	50	50	100.0
NEVADA	50	50	100.0
REGION 10			
ALASKA	50	50	100.0
IDAHO	50	50	100.0
OREGON	54	54	100.0
WASHINGTON	50	50	100.0

Reimbursement Promptness.

Results of the measurement are shown in Figure III-27. Figure III-27 shows the total number of cases reviewed, the number of IB-6's reimbursed within 45 days, and the percentage of reimbursements made timely. No Desired Level of Achievement has been established for CWC reimbursement promptness.

CWC - REIMBURSEMENT PROMPTNESS**Desired Level of Achievement:** None Currently Established For This Activity.

STATE	TOTAL IB-6's REVIEWED	# TIMELY	% TIMELY
REGION 1			
CONNECTICUT	50	50	100.0
MAINE	50	6	12.0
MASSACHUSETTS	50	46	92.0
NEW HAMPSHIRE	50	22	44.0
RHODE ISLAND	50	50	100.0
VERMONT	50	40	80.0
REGION 2			
NEW JERSEY	48	45	93.8
NEW YORK	50	26	52.0
PUERTO RICO	50	24	48.0
VIRGIN ISLANDS	50	41	82.0
REGION 3			
DELAWARE	0	0	0.0
DIST OF COL	50	50	100.0
MARYLAND	50	50	100.0
PENNSYLVANIA	50	45	90.0
VIRGINIA	50	50	100.0
WEST VIRGINIA	50	49	98.0
REGION 4			
ALABAMA	50	50	100.0
FLORIDA	50	50	100.0
GEORGIA	50	50	100.0
KENTUCKY	50	50	100.0
MISSISSIPPI	50	50	100.0
NORTH CAROLINA	50	50	100.0
SOUTH CAROLINA	50	50	100.0
TENNESSEE	50	50	100.0

continued

STATE	TOTAL IB - 6 S REVIEWED	# TIMELY	% TIMELY
REGION 5			
ILLINOIS	50	46	92.0
INDIANA	50	50	100.0
MICHIGAN	50	44	88.0
MINNESOTA	49	44	89.8
OHIO	50	42	84.0
WISCONSIN	50	18	36.0
REGION 6			
ARKANSAS	50	50	100.0
LOUISIANA	50	50	100.0
NEW MEXICO	50	28	56.0
OKLAHOMA	50	50	100.0
TEXAS	50	45	90.0
REGION 7			
IOWA	50	33	66.0
KANSAS	50	0	0.0
MISSOURI	50	11	22.0
NEBRASKA	50	50	100.0
REGION 8			
COLORADO	50	50	100.0
MONTANA	50	43	86.0
NORTH DAKOTA	50	46	92.0
SOUTH DAKOTA	50	37	74.0
UTAH	50	50	100.0
WYOMING	50	50	100.0
REGION 9			
ARIZONA	50	32	64.0
CALIFORNIA	50	50	100.0
HAWAII	47	13	27.7
NEVADA	50	30	60.0
REGION 10			
ALASKA	50	45	90.0
IDAHO	50	43	86.0
OREGON	50	46	92.0
WASHINGTON	50	49	98.0

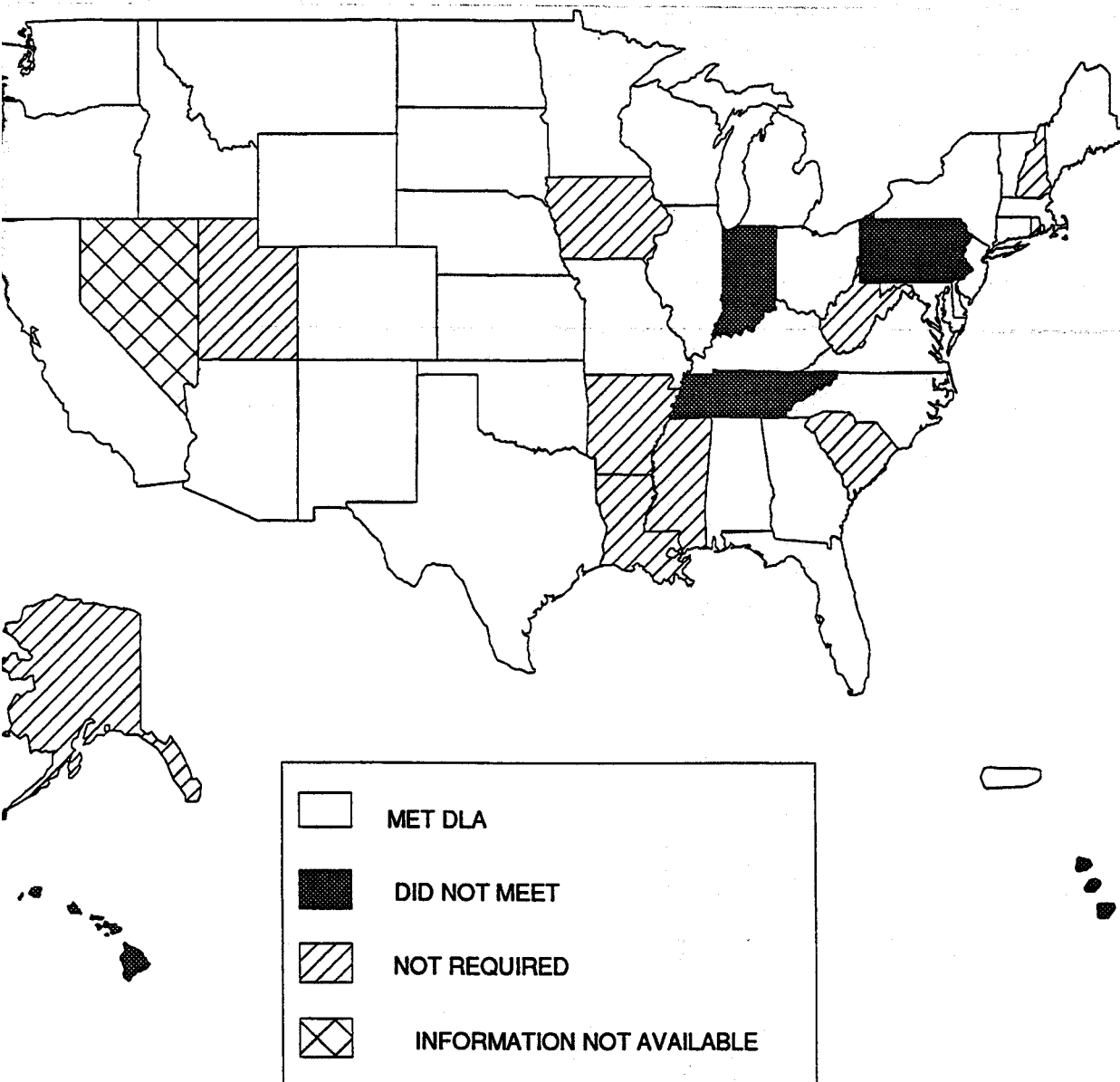
A. Performance.

The Appeals performance measurement is an assessment of the degree to which the appeals hearings and decisions have attained the specific quality levels established for appeals evaluations.

The results of the evaluations are shown in Figures III-28 and III-29. Figure III-29 shows the size of the sample, the number of cases which obtained a score of 80 percent or more of the total possible points, and the percentage of cases which obtained scores of 80 percent or more. The Desired Level of Achievement is a minimum of 80 percent of the cases scoring 80 percent or more of the total possible points.

"N/R" indicates that the State was not required to conduct the measurement in FY 1993 because the established Desired Level of Achievement was met in FY 1992.

APPEALS PERFORMANCE



DLA: Minimum of 80% of cases scoring 80 or more percentage points

APPEALS PERFORMANCE

Desired Level of Achievement:
Percentage Points.

Minimum of 80 Percent of Cases Scoring 80 or More

STATE	TOTAL CASES REVIEWED	# CASES PASSING	% CASES PASSING
REGION 1			
CONNECTICUT	40	37	92.5
MAINE	35	35	100.0
MASSACHUSETTS	50	44	88.0
NEW HAMPSHIRE	N/R	N/R	N/R
RHODE ISLAND	20	20	100.0
VERMONT	20	17	85.0
REGION 2			
NEW JERSEY	50	47	94.0
NEW YORK	50	48	96.0
PUERTO RICO	35	31	88.6
VIRGIN ISLANDS	11	---	---
REGION 3			
DELAWARE	20	16	80.0
DIST OF COL	35	34	97.1
MARYLAND	35	35	100.0
PENNSYLVANIA	50	---	---
VIRGINIA	36	31	86.1
WEST VIRGINIA	N/R	N/R	N/R
REGION 4			
ALABAMA	29	28	96.6
FLORIDA	50	49	98.0
GEORGIA	50	49	98.0
KENTUCKY	35	29	82.9
MISSISSIPPI	N/R	N/R	N/R
NORTH CAROLINA	50	47	94.0
SOUTH CAROLINA	N/R	N/R	N/R
TENNESSEE	33	---	---

continued

STATE	TOTAL CASES REVIEWED	# CASES PASSING	% CASES PASSING
REGION 5			
ILLINOIS	50	49	98.0
INDIANA	33	---	---
MICHIGAN	50	46	92.0
MINNESOTA	35	35	100.0
OHIO	50	46	92.0
WISCONSIN	52	20	96.2
REGION 6			
ARKANSAS	N/R	N/R	N/R
LOUISIANA	N/R	N/R	N/R
NEW MEXICO	35	31	88.6
OKLAHOMA	35	33	94.3
TEXAS	50	50	100.0
REGION 7			
IOWA	N/R	N/R	N/R
KANSAS	41	37	90.2
MISSOURI	33	30	90.9
NEBRASKA	35	34	97.1
REGION 8			
COLORADO	35	34	97.1
MONTANA	25	25	100.0
NORTH DAKOTA	17	17	100.0
SOUTH DAKOTA	19	16	84.2
UTAH	N/R	N/R	N/R
WYOMING	20	19	95.0
REGION 9			
ARIZONA	50	49	98.0
CALIFORNIA	42	40	95.2
HAWAII	14	---	---
NEVADA	INA	INA	INA
REGION 10			
ALASKA	N/R	N/R	N/R
IDAHO	20	20	100.0
OREGON	34	34	100.0
WASHINGTON	38	34	89.5

B. Promptness.

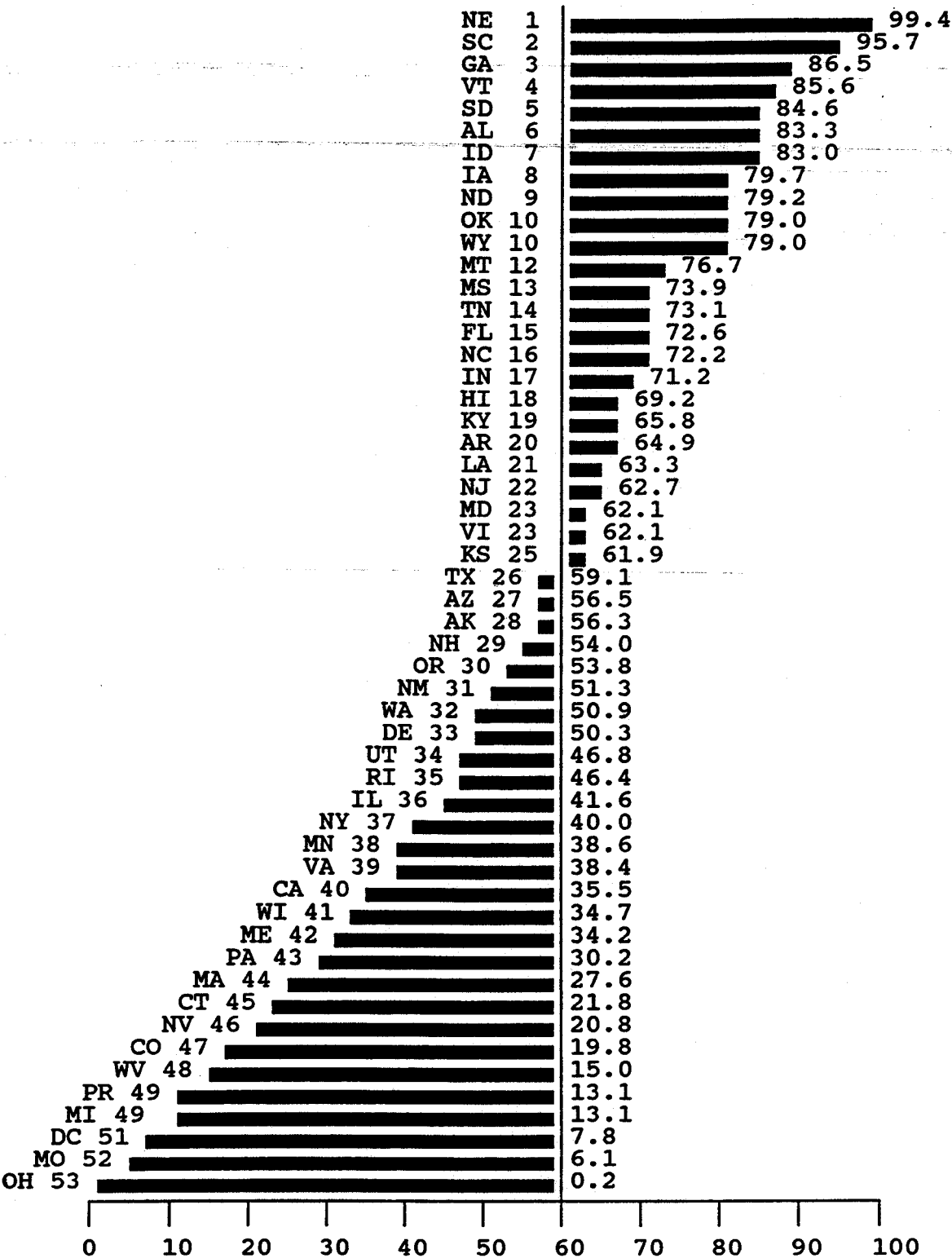
Results are included for both lower authority and higher authority appeals. The information is obtained from the MA 5-130 Reports from the 12-month period ending March 31, 1993.

The Secretary's Standard for both lower and higher authority benefit appeals is that State law provides for hearings and decisions for claimants who are parties to an administrative appeal affecting benefit rights with the greatest promptness that is administratively feasible. (20 C.F.R. 650.4 (a)).

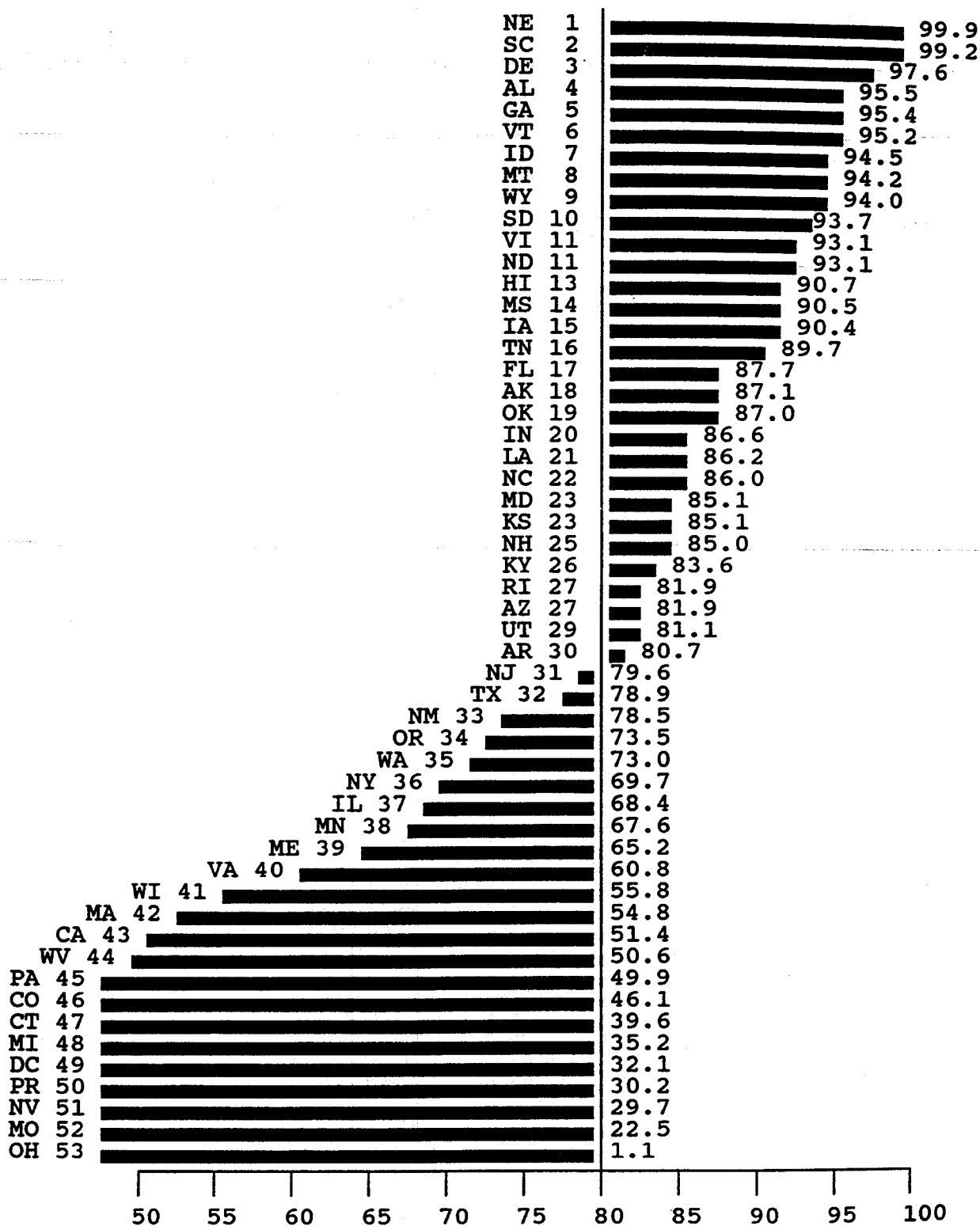
Figures III-30 through III-32 show the results for lower authority appeals. Figure III-32 shows the percentage of decisions issued within 30 days, and the percentage of decisions issued within 45 days.

The criteria used to determine whether there has been substantial compliance with this standard is to issue at least 60 percent of all first level benefit appeal decisions within 30 days of the date of the appeal, and at least 80 percent within 45 days.

Figures III-33 through III-35 show the results for higher authority appeals. Figure III-35 shows the percentage of decisions issued within 45 days and the percentage of decisions issued within 75 days. The Desired Levels of Achievement are a minimum of 40 percent of decisions issued within 45 days and a minimum of 80 percent of decisions issued within 75 days.

LOWER AUTHORITY APPEALS PROMPTNESS -- 30 DAYS

SS: Minimum of 60% of decisions issued within 30 days

LOWER AUTHORITY APPEALS PROMPTNESS -- 45 DAYS

SS: Minimum of 80% of decisions issued within 45 days

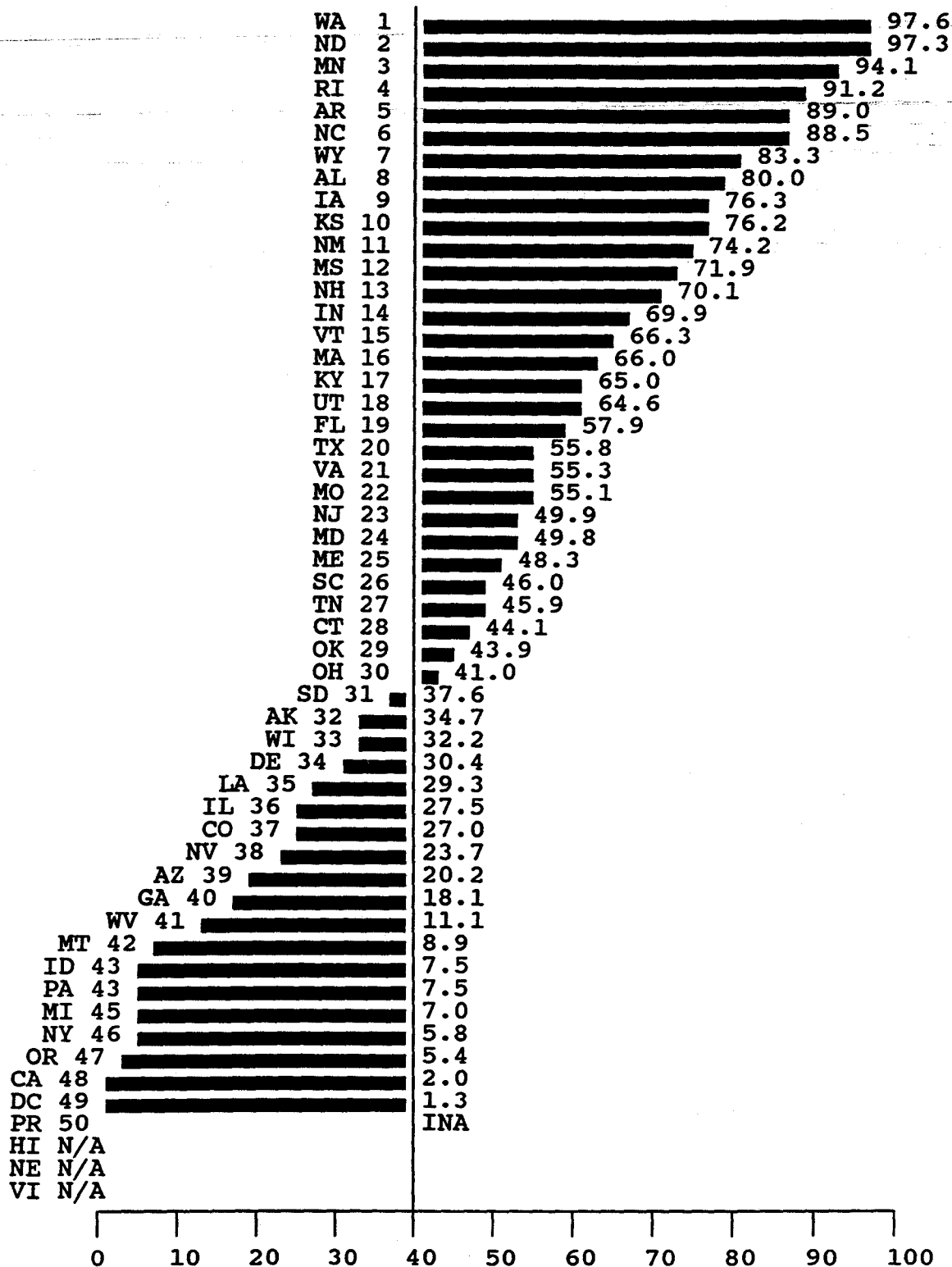
APPEALS PROMPTNESS - LOWER AUTHORITY**April 1, 1992 through March 31, 1993**

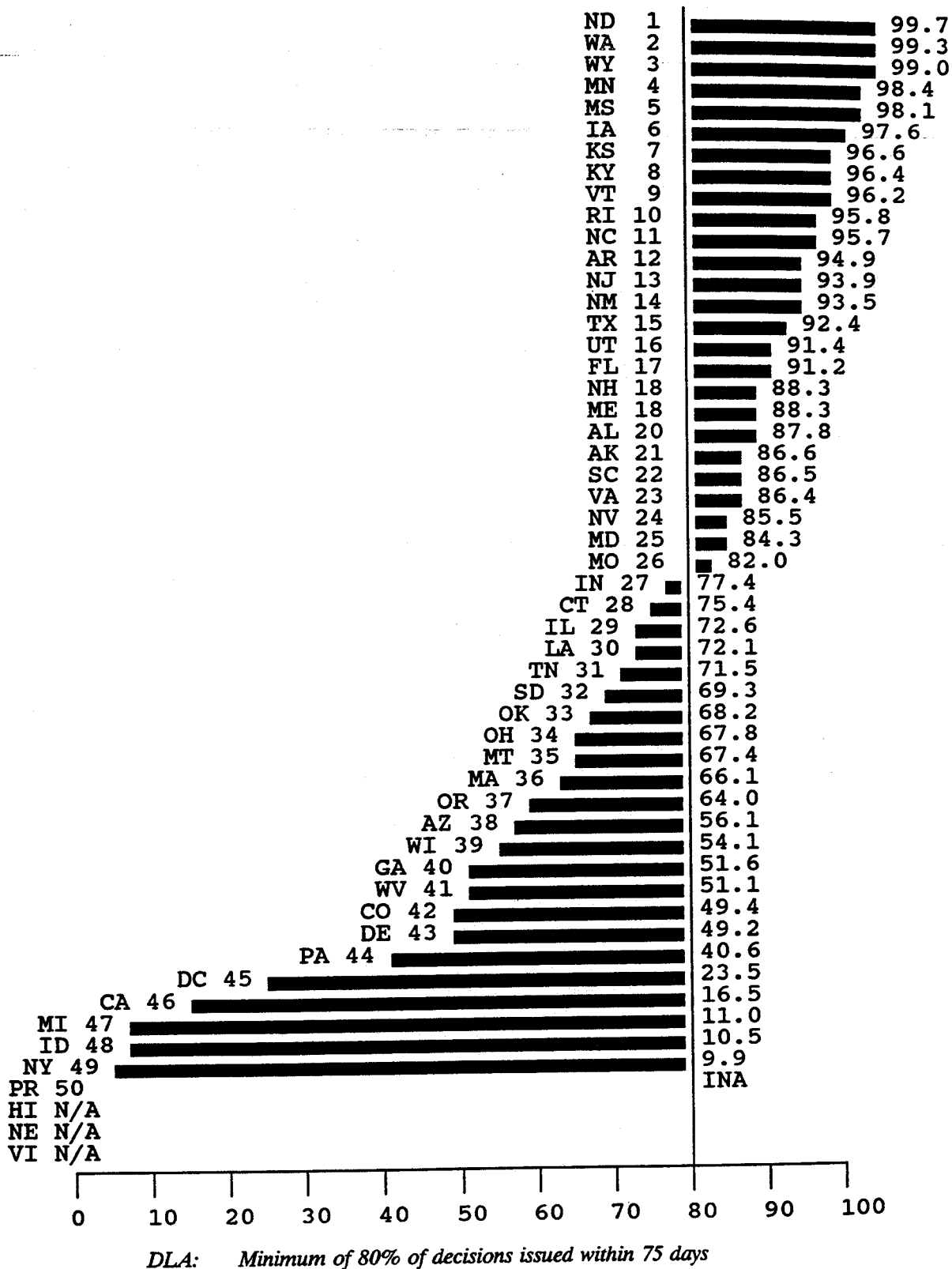
Criteria: Minimum of 60 Percent of Decisions Issued Within 30 Days.
 Minimum of 80 Percent of Decisions Issued Within 45 Days.

STATE	% DECISIONS ISSUED 30 DAYS	% DECISIONS ISSUED 45 DAYS
REGION 1		
CONNECTICUT	21.8	39.6
MAINE	34.2	65.2
MASSACHUSETTS	27.6	54.8
NEW HAMPSHIRE	54.0	85.0
RHODE ISLAND	46.4	81.9
VERMONT	85.6	95.2
REGION 2		
NEW JERSEY	62.7	79.6
NEW YORK	40.0	69.7
PUERTO RICO	13.1	30.2
VIRGIN ISLANDS	62.1	93.1
REGION 3		
DELAWARE	50.3	97.6
DIST OF COL	7.8	32.1
MARYLAND	62.1	85.1
PENNSYLVANIA	30.2	49.9
VIRGINIA	38.4	60.8
WEST VIRGINIA	15.0	50.6
REGION 4		
ALABAMA	83.3	95.5
FLORIDA	72.6	87.7
GEORGIA	86.5	95.4
KENTUCKY	65.8	83.6
MISSISSIPPI	73.9	90.5
NORTH CAROLINA	72.2	86.0
SOUTH CAROLINA	95.7	99.2
TENNESSEE	73.1	89.7

continued

STATE	% DECISIONS ISSUED 30 DAYS	% DECISIONS ISSUED 45 DAYS
REGION 5		
ILLINOIS	41.6	68.4
INDIANA	71.2	86.6
MICHIGAN	13.1	35.2
MINNESOTA	38.6	67.6
OHIO	0.2	1.1
WISCONSIN	34.7	55.8
REGION 6		
ARKANSAS	64.9	80.7
LOUISIANA	63.3	86.2
NEW MEXICO	51.3	78.5
OKLAHOMA	79.0	87.0
TEXAS	59.1	78.9
REGION 7		
IOWA	79.7	90.4
KANSAS	61.9	85.1
MISSOURI	6.1	22.5
NEBRASKA	99.4	99.9
REGION 8		
COLORADO	19.8	46.1
MONTANA	76.7	94.2
NORTH DAKOTA	79.2	93.1
SOUTH DAKOTA	84.6	93.7
UTAH	46.8	81.1
WYOMING	79.0	94.0
REGION 9		
ARIZONA	56.5	81.9
CALIFORNIA	35.5	51.4
HAWAII	69.2	90.7
NEVADA	20.8	29.7
REGION 10		
ALASKA	56.3	87.1
IDAHO	83.0	94.5
OREGON	53.8	73.5
WASHINGTON	50.9	73.0

HIGHER AUTHORITY APPEALS PROMPTNESS -- 45 DAYS

HIGHER AUTHORITY APPEALS PROMPTNESS -- 75 DAYS

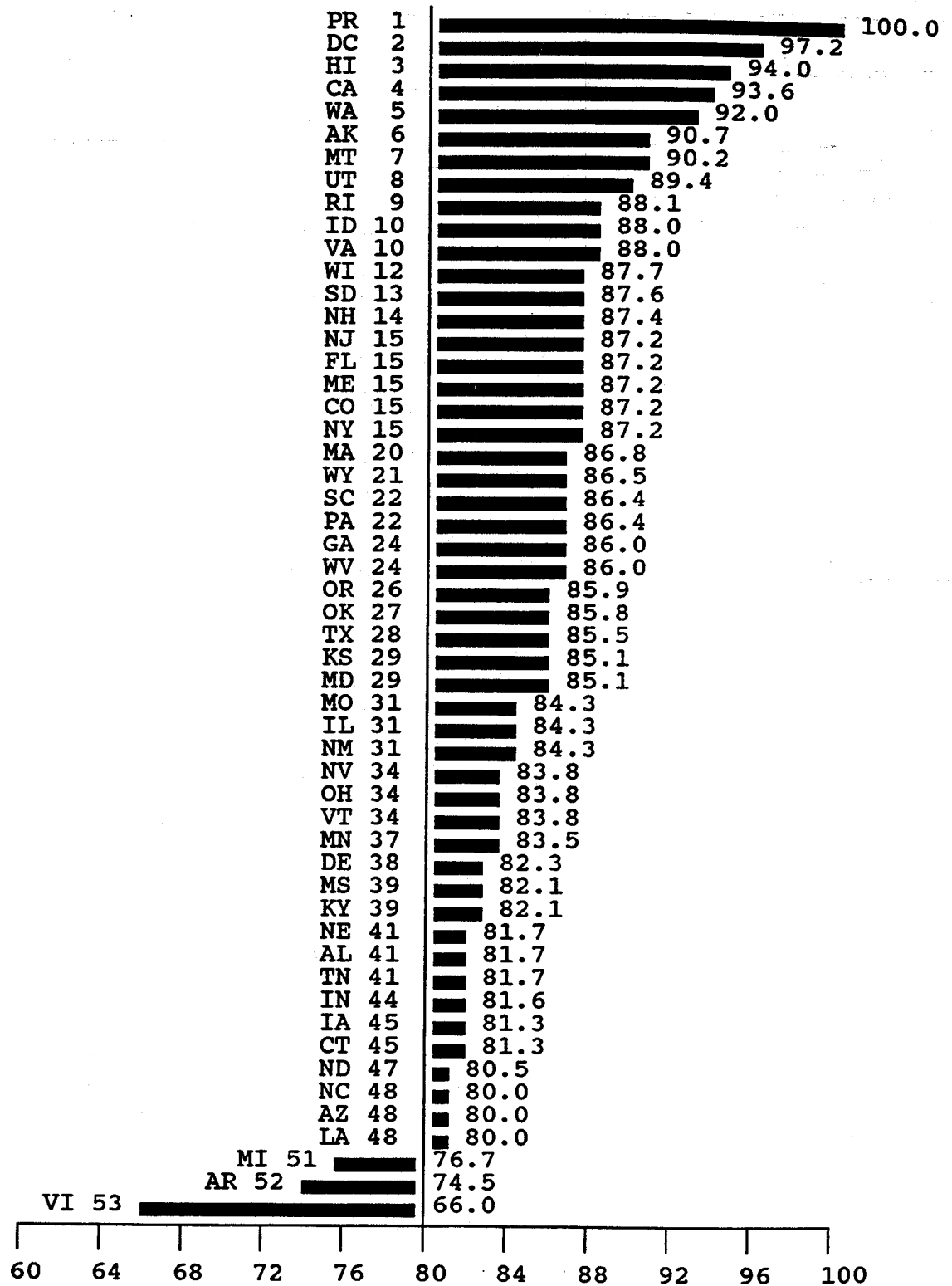
APPEALS PROMPTNESS - HIGHER AUTHORITY**April 1, 1992 through March 31, 1993****Desired Level of Achievement:** Minimum of 40 Percent of Decisions Issued Within 45 Days. Minimum of 80 Percent of Decisions Issued Within 75 Days.

STATE	% DECISIONS ISSUED 45 DAYS	% DECISIONS ISSUED 75 DAYS
REGION 1		
CONNECTICUT	44.1	75.4
MAINE	48.3	88.3
MASSACHUSETTS	66.0	66.1
NEW HAMPSHIRE	70.1	88.3
RHODE ISLAND	91.2	95.8
VERMONT	66.3	96.2
REGION 2		
NEW JERSEY	49.9	93.9
NEW YORK	5.8	9.9
PUERTO RICO	INA	INA
VIRGIN ISLANDS	N/A	N/A
REGION 3		
DELAWARE	30.4	49.2
DIST OF COL	1.3	23.5
MARYLAND	49.8	84.3
PENNSYLVANIA	7.5	40.6
VIRGINIA	55.3	86.4
WEST VIRGINIA	11.1	51.1
REGION 4		
ALABAMA	80.0	87.8
FLORIDA	57.9	91.2
GEORGIA	18.1	51.6
KENTUCKY	65.0	96.4
MISSISSIPPI	71.9	98.1
NORTH CAROLINA	88.5	95.7
SOUTH CAROLINA	46.0	86.5
TENNESSEE	45.9	71.5

continued

STATE	% DECISIONS ISSUED 45 DAYS	% DECISIONS ISSUED 75 DAYS
REGION 5		
ILLINOIS	27.5	72.6
INDIANA	69.9	77.4
MICHIGAN	7.0	11.0
MINNESOTA	94.1	98.4
OHIO	41.0	67.8
WISCONSIN	32.2	54.1
REGION 6		
ARKANSAS	89.0	94.9
LOUISIANA	29.3	72.1
NEW MEXICO	74.2	93.5
OKLAHOMA	43.9	68.2
TEXAS	55.8	92.4
REGION 7		
IOWA	76.3	97.6
KANSAS	76.2	96.6
MISSOURI	55.1	82.0
NEBRASKA	N/A	N/A
REGION 8		
COLORADO	27.0	49.4
MONTANA	8.9	67.4
NORTH DAKOTA	97.3	99.7
SOUTH DAKOTA	37.6	69.3
UTAH	64.6	91.4
WYOMING	83.3	99.0
REGION 9		
ARIZONA	20.2	56.1
CALIFORNIA	2.0	16.5
HAWAII	N/A	N/A
NEVADA	23.7	85.5
REGION 10		
ALASKA	34.7	86.6
IDAHO	7.5	10.5
OREGON	5.4	64.0
WASHINGTON	97.6	99.3

The results of the measurement are shown in Figures III-36 and III-37. Figure III-37 shows the number of determinations reviewed, the number of determinations in which the employer was officially notified within 180 days of first becoming liable, and the percentage of determinations made with 180 days. The Desired Level of Achievement is a minimum of 80 percent of determinations of employer liability made within 180 days.

STATUS DETERMINATIONS PROMPTNESS

DLA: Minimum of 80% of determinations of employer liability made within 180 days

STATUS DETERMINATIONS PROMPTNESS

Desired Level of Achievement: Minimum of 80 Percent of Determinations of Employer Liability Made Within 180 Days.

STATE	TOTAL CASES REVIEWED	# TIMELY	% TIMELY
REGION 1			
CONNECTICUT	235	191	81.3
MAINE	235	205	87.2
MASSACHUSETTS	235	204	86.8
NEW HAMPSHIRE	215	188	87.4
RHODE ISLAND	235	207	88.1
VERMONT	216	181	83.8
REGION 2			
NEW JERSEY	235	205	87.2
NEW YORK	235	205	87.2
PUERTO RICO	215	215	100.0
VIRGIN ISLANDS	150	99	66.0
REGION 3			
DELAWARE	215	177	82.3
DIST OF COL	250	243	97.2
MARYLAND	235	200	85.1
PENNSYLVANIA	235	203	86.4
VIRGINIA	21,747 *	19,138	88.0
WEST VIRGINIA	235	202	86.0
REGION 4			
ALABAMA	235	192	81.7
FLORIDA	235	205	87.2
GEORGIA	235	202	86.0
KENTUCKY	235	193	82.1
MISSISSIPPI	235	193	82.1
NORTH CAROLINA	235	188	80.0
SOUTH CAROLINA	235	203	86.4
TENNESSEE	235	192	81.7

* Number represents all status determinations made during the 12-month period *continued*

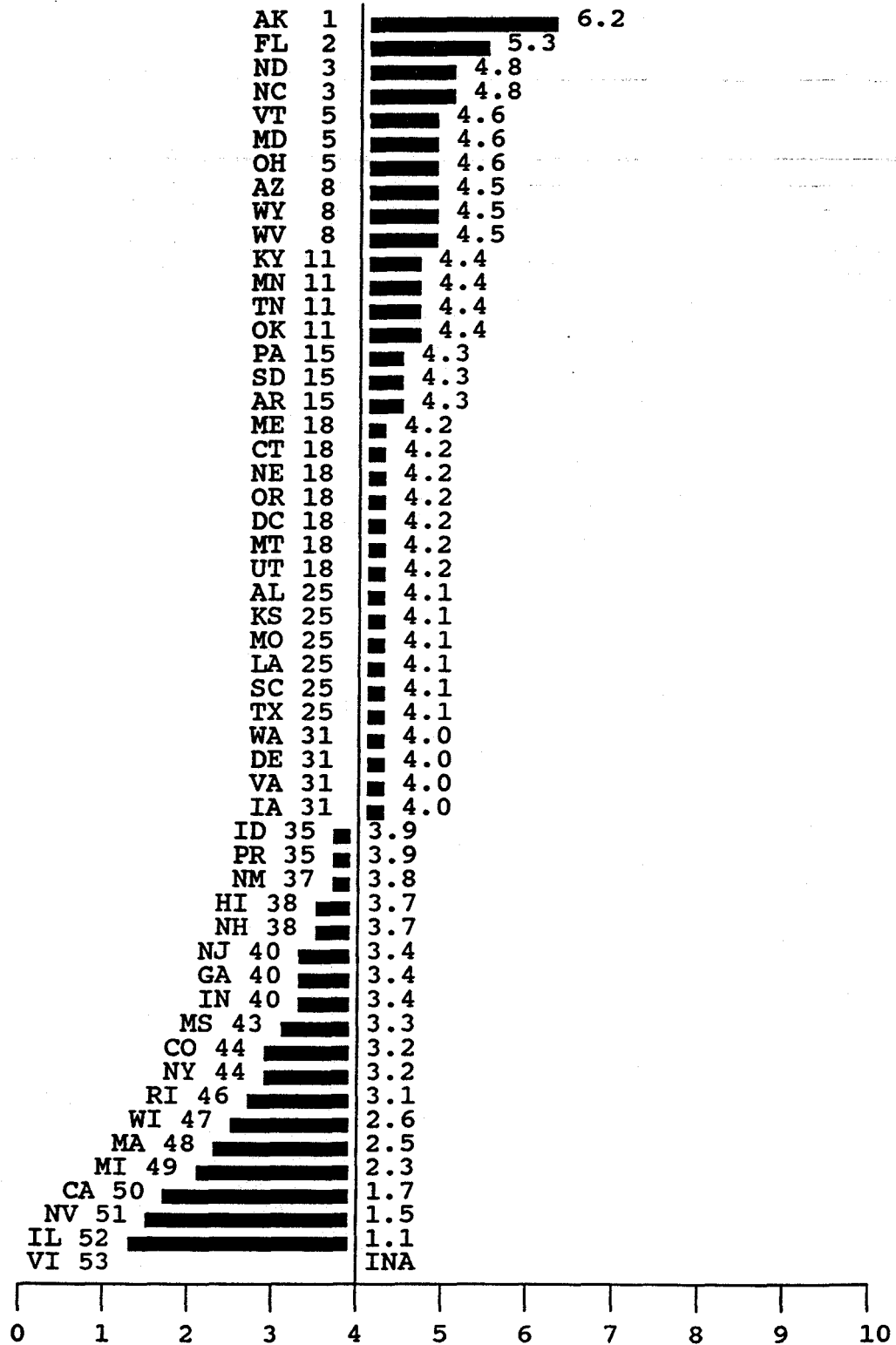
STATE	TOTAL CASES REVIEWED	# TIMELY	% TIMELY
REGION 5			
ILLINOIS	235	198	84.3
INDIANA	14,833 *	12,102	81.6
MICHIGAN	236	181	76.7
MINNESOTA	200	167	83.5
OHIO	235	197	83.8
WISCONSIN	235	206	87.7
REGION 6			
ARKANSAS	235	175	74.5
LOUISIANA	235	188	80.0
NEW MEXICO	235	198	84.3
OKLAHOMA	233	200	85.8
TEXAS	235	201	85.5
REGION 7			
IOWA	235	191	81.3
KANSAS	235	200	85.1
MISSOURI	235	198	84.3
NEBRASKA	235	192	81.7
REGION 8			
COLORADO	235	205	87.2
MONTANA	215	194	90.2
NORTH DAKOTA	215	173	80.5
SOUTH DAKOTA	242	212	87.6
UTAH	235	210	89.4
WYOMING	215	186	86.5
REGION 9			
ARIZONA	235	188	80.0
CALIFORNIA	235	220	93.6
HAWAII	218	205	94.0
NEVADA	235	197	83.8
REGION 10			
ALASKA	215	195	90.7
IDAHO	225	198	88.0
OREGON	14,494 *	12,450	85.9
WASHINGTON	238	219	92.0

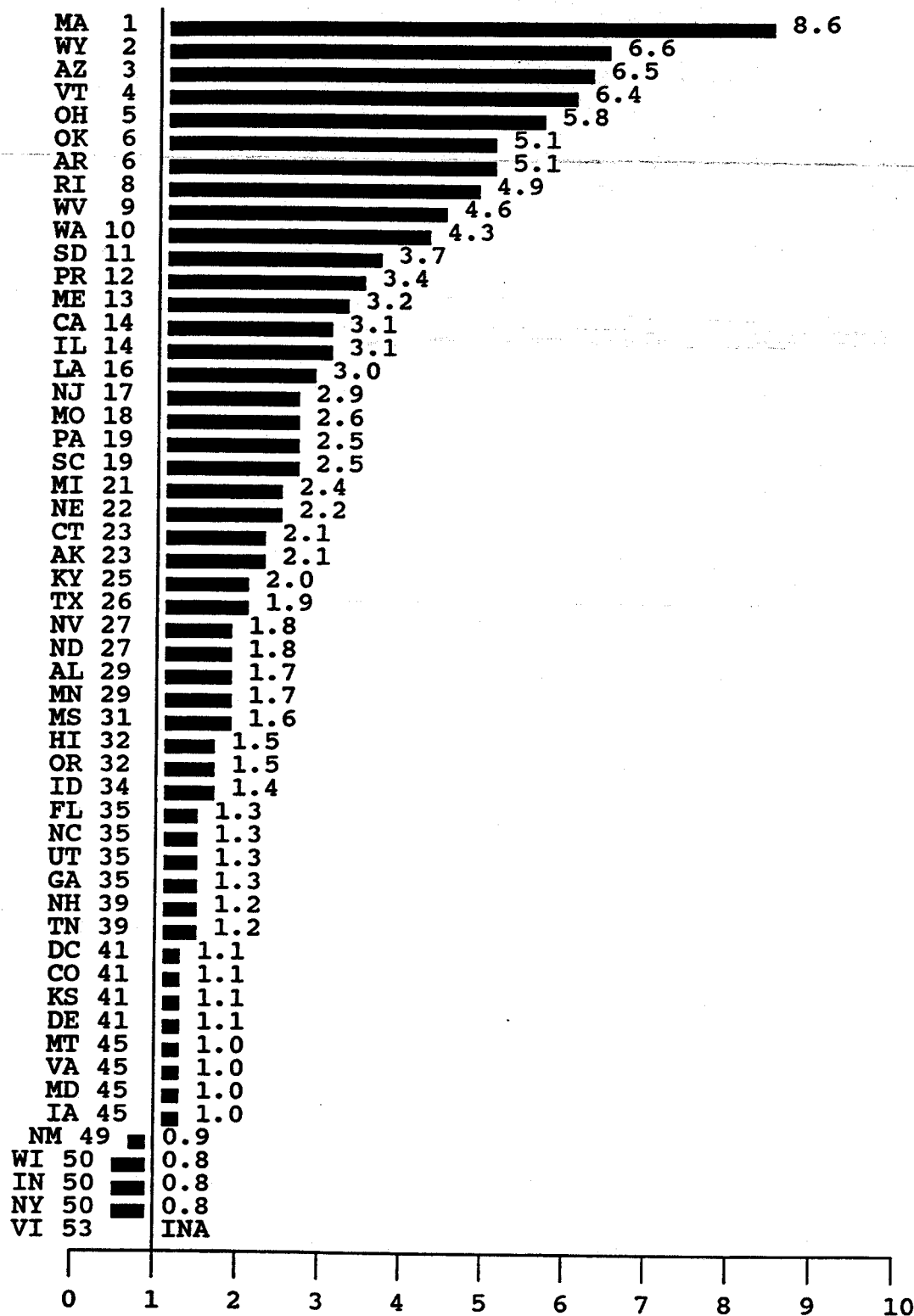
* Number represents all status determinations
made during the 12-month period

A. Penetration.

The results are shown in Figures III-38 through III-40. Figure III-40 shows the total number of audits conducted during the four quarters of the fiscal year, the percentage of contributory employers audited, and the percentage of large employers audited. The number of contributory employers for the above computations is based on the number of such employers at the end of the fiscal year prior to the fiscal year in which the audits were conducted. The Desired Level of Achievement for total contributory employer audits is a minimum penetration rate of four percent. The Desired Level of Achievement for large employer audits is a minimum penetration rate of one percent of the number of audits required for the total audit penetration rate.

For purposes of Quality Appraisal field audit penetration measurement, a "large employer" is defined as "an employing unit reporting wages paid to 100 or more individuals during the current or preceding calendar year or an employing unit reporting at least \$1,000,000 (one million dollars) in taxable payroll for the calendar year preceding the first quarter being audited." Refer to MTL No. 1463, Part 3677.

FIELD AUDIT PENETRATION

FIELD AUDIT PENETRATION - LARGE EMPLOYERS

DLA: Minimum penetration rate: Large employer audits
1% of number of audits required for total audits

FIELD AUDIT PENETRATION

Desired Level of Achievement: Minimum Penetration Rates: Total Contributory Employer Audits: 4 Percent of Contributory Employers at End of Preceding FY. Large Employer Audits: 1 Percent of Number of Audits Required for Total Audit Penetration DLA.

STATE	#TOTAL AUDITS REQUIRED	% AUDITS COMPLETED	% LARGE EMPLOYER AUDITS COMPL
REGION 1			
CONNECTICUT	3,699	4.2	2.1
MAINE	1,296	4.2	3.2
MASSACHUSETTS	5,853	2.5	8.6
NEW HAMPSHIRE	1,244	3.7	1.2
RHODE ISLAND	1,112	3.1	4.9
VERMONT	721	4.6	6.4
REGION 2			
NEW JERSEY	8,008	3.4	2.9
NEW YORK	17,186	3.2	0.8
PUERTO RICO	1,979	3.9	3.4
VIRGIN ISLANDS	124	INA	INA
REGION 3			
DELAWARE	748	4.0	1.1
DIST OF COL	802	4.2	1.1
MARYLAND	4,441	4.6	1.0
PENNSYLVANIA	9,147	4.3	2.5
VIRGINIA	5,169	4.0	1.0
WEST VIRGINIA	1,382	4.5	4.6
REGION 4			
ALABAMA	3,024	4.1	1.7
FLORIDA	12,457	5.3	1.3
GEORGIA	5,710	3.4	1.3
KENTUCKY	2,827	4.4	2.0
MISSISSIPPI	1,829	3.3	1.6
NORTH CAROLINA	5,338	4.8	1.3
SOUTH CAROLINA	2,813	4.1	2.5
TENNESSEE	3,717	4.4	1.2

continued

STATE	#TOTAL AUDITS REQUIRED	% AUDITS COMPLETED	% LARGE EMPLOYER AUDITS COMPL
REGION 5			
ILLINOIS	9,870	1.1	3.1
INDIANA	4,276	3.4	0.8
MICHIGAN	7,209	2.3	2.4
MINNESOTA	3,924	4.4	1.7
OHIO	8,181	4.6	5.8
WISCONSIN	4,029	2.6	0.8
REGION 6			
ARKANSAS	1,974	4.3	5.1
LOUISIANA	3,183	4.1	3.0
NEW MEXICO	1,330	3.8	0.9
OKLAHOMA	2,580	4.4	5.1
TEXAS	12,836	4.1	1.9
REGION 7			
IOWA	2,421	4.0	1.0
KANSAS	2,228	4.1	1.1
MISSOURI	5,045	4.1	2.6
NEBRASKA	1,503	4.3	2.2
REGION 8			
COLORADO	3,579	3.2	1.1
MONTANA	959	4.2	1.0
NORTH DAKOTA	683	4.8	1.8
SOUTH DAKOTA	729	4.3	3.7
UTAH	1,320	4.2	1.3
WYOMING	593	4.5	6.6
REGION 9			
ARIZONA	3,153	4.5	6.5
CALIFORNIA	30,616	1.7	3.1
HAWAII	1,064	3.7	1.5
NEVADA	1,164	1.5	1.8
REGION 10			
ALASKA	527	6.2	2.1
IDAHO	1,043	3.9	1.4
OREGON	3,028	4.2	1.5
WASHINGTON	5,411	4.0	4.3

B. Performance.

The results are shown in Figure III-41. Figure III-41 shows the number of field audit reports reviewed, the number of audit reports which obtained passing scores of 70 points or more, and the percentage of audit reports which obtained passing scores of 70 points or more. No Desired Level of Achievement has been established for this activity.

FIELD AUDIT PERFORMANCE

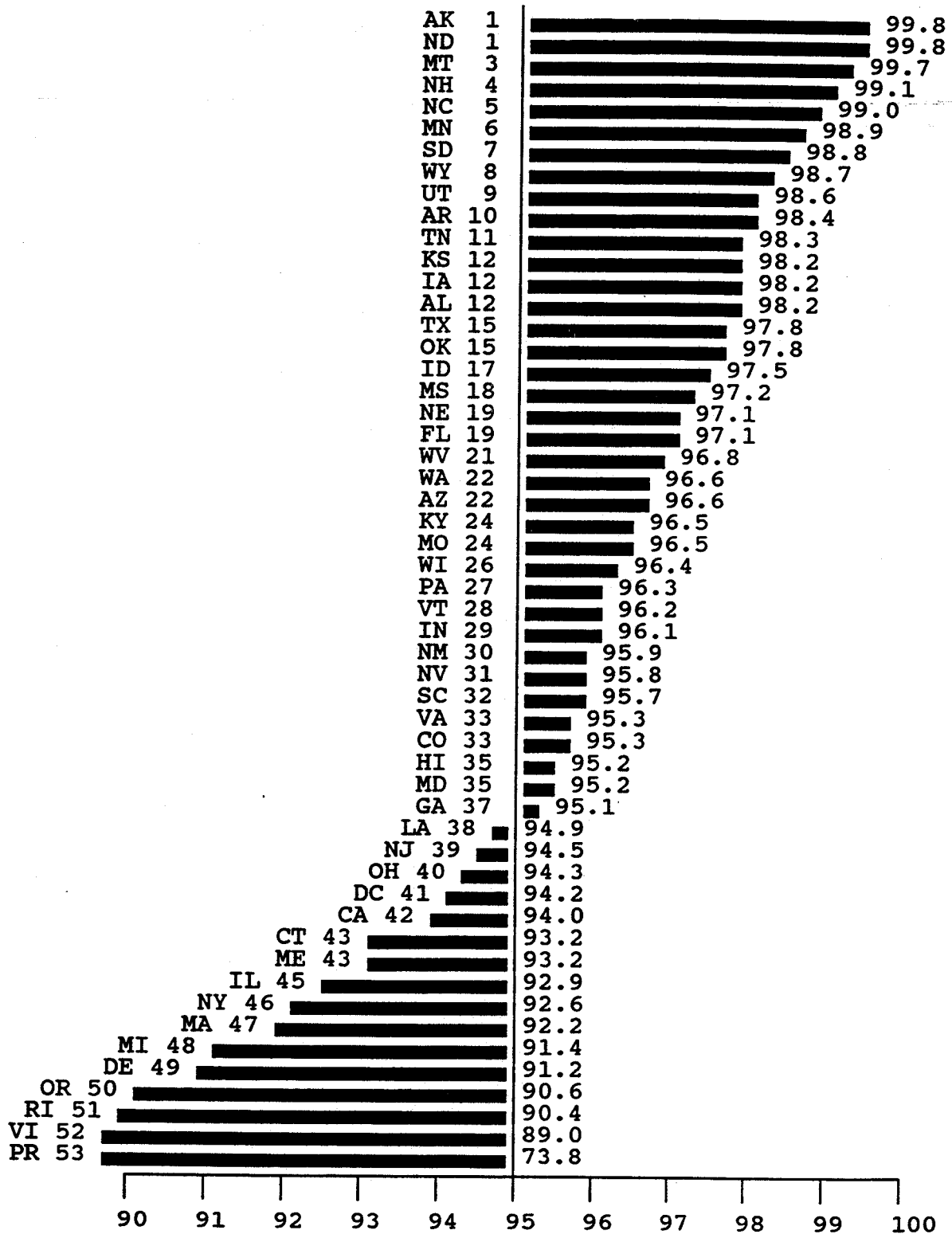
Desired Level of Achievement: None Currently Established For This Activity.

STATE	REVIEWED	NUMBER PASSING	PERCENT PASSING
REGION 1			
CONNECTICUT	75	75	100.0
MAINE	75	73	97.3
MASSACHUSETTS	75	75	100.0
NEW HAMPSHIRE	75	75	100.0
RHODE ISLAND	75	75	100.0
VERMONT	71	70	98.6
REGION 2			
NEW JERSEY	80	80	100.0
NEW YORK	80	80	100.0
PUERTO RICO	75	74	98.7
VIRGIN ISLANDS	INA	INA	INA
REGION 3			
DELAWARE	70	70	100.0
DIST OF COL	77	77	100.0
MARYLAND	80	80	100.0
PENNSYLVANIA	80	80	100.0
VIRGINIA	75	75	100.0
WEST VIRGINIA	75	74	98.7
REGION 4			
ALABAMA	75	75	100.0
FLORIDA	80	80	100.0
GEORGIA	75	75	100.0
KENTUCKY	75	74	98.7
MISSISSIPPI	75	75	100.0
NORTH CAROLINA	80	80	100.0
SOUTH CAROLINA	75	75	100.0
TENNESSEE	75	75	100.0

continued

STATE	REVIEWED	NUMBER PASSING	PERCENT PASSING
REGION 5			
ILLINOIS	80	80	100.0
INDIANA	81	81	100.0
MICHIGAN	80	80	100.0
MINNESOTA	84	81	96.4
OHIO	80	80	100.0
WISCONSIN	75	75	100.0
REGION 6			
ARKANSAS	75	75	100.0
LOUISIANA	75	75	100.0
NEW MEXICO	75	75	100.0
OKLAHOMA	80	80	100.0
TEXAS	80	80	100.0
REGION 7			
IOWA	75	74	98.7
KANSAS	75	75	100.0
MISSOURI	80	79	98.8
NEBRASKA	75	75	100.0
REGION 8			
COLORADO	74	74	100.0
MONTANA	75	75	100.0
NORTH DAKOTA	69	69	100.0
SOUTH DAKOTA	78	78	100.0
UTAH	75	75	100.0
WYOMING	79	79	100.0
REGION 9			
ARIZONA	75	75	100.0
CALIFORNIA	74	74	100.0
HAWAII	71	71	100.0
NEVADA	65	65	100.0
REGION 10			
ALASKA	75	74	98.7
IDAHO	70	69	98.6
OREGON	75	75	100.0
WASHINGTON	80	80	100.0

The results are shown in Figures III-42 and III-43. Figure III-43 shows the number of employers in the State, the number of reports received by the end of the quarter, and the percentage of reports received timely. The Desired Level of Achievement is a minimum of 95 percent of employers filing reports by the end of the quarter in which they were due.

REPORT DELINQUENCY

DLA: Minimum of 95% of all employers filing reports by end of quarter

REPORT DELINQUENCY

Desired Level of Achievement: Minimum of 95 Percent of All Employers Filing Reports by End of Quarter.

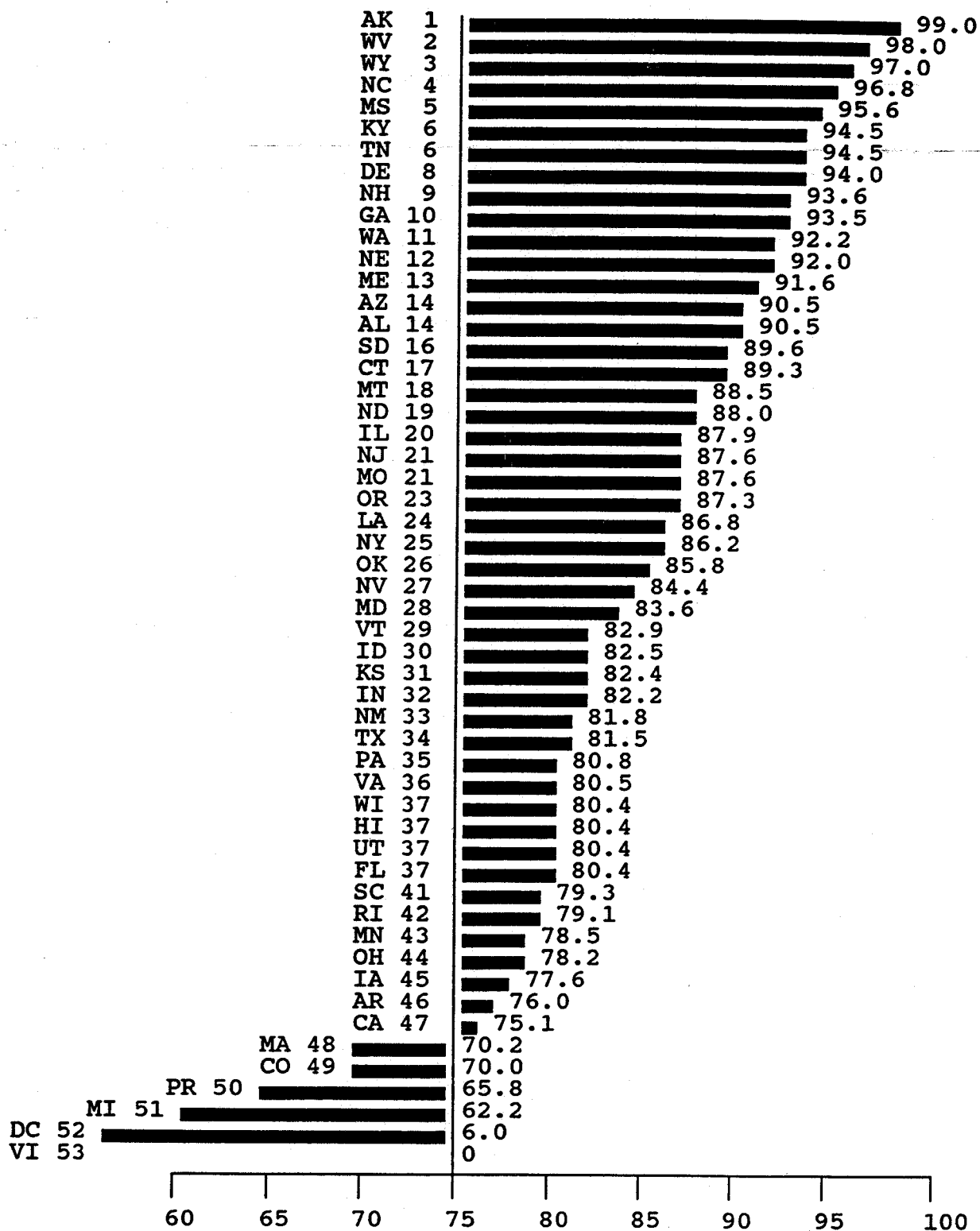
STATE	# OF EMPLOYER REPORTS	# REPORTS TIMELY	% REPORTS TIMELY
REGION 1			
CONNECTICUT	376,729	351,176	93.2
MAINE	133,915	124,765	93.2
MASSACHUSETTS	590,729	544,843	92.2
NEW HAMPSHIRE	126,628	125,489	99.1
RHODE ISLAND	125,343	113,248	90.4
VERMONT	75,261	72,429	96.2
REGION 2			
NEW JERSEY	806,502	762,239	94.5
NEW YORK	1,737,010	1,608,120	92.6
PUERTO RICO	199,164	147,014	73.8
VIRGIN ISLANDS	6,294	5,599	89.0
REGION 3			
DELAWARE	76,792	70,048	91.2
DIST OF COL	81,120	76,402	94.2
MARYLAND	451,896	430,153	95.2
PENNSYLVANIA	933,401	899,278	96.3
VIRGINIA	524,823	500,222	95.3
WEST VIRGINIA	141,651	137,140	96.8
REGION 4			
ALABAMA	309,261	303,647	98.2
FLORIDA	1,264,613	1,227,290	97.1
GEORGIA	579,549	550,928	95.1
KENTUCKY	288,819	278,789	96.5
MISSISSIPPI	184,962	179,749	97.2
NORTH CAROLINA	543,542	538,063	99.0
SOUTH CAROLINA	286,605	274,342	95.7
TENNESSEE	378,664	372,150	98.3

continued

STATE	# OF EMPLOYER REPORTS	# REPORTS TIMELY	% REPORTS TIMELY
REGION 5			
ILLINOIS	1,002,712	931,939	92.9
INDIANA	437,355	420,274	96.1
MICHIGAN	745,019	680,541	91.4
MINNESOTA	407,459	403,116	98.9
OHIO	838,940	790,849	94.3
WISCONSIN	419,971	404,919	96.4
REGION 6			
ARKANSAS	201,880	198,614	98.4
LOUISIANA	323,723	307,211	94.9
NEW MEXICO	136,066	130,492	95.9
OKLAHOMA	262,717	256,821	97.8
TEXAS	1,307,978	1,279,310	97.8
REGION 7			
IOWA	251,955	247,366	98.2
KANSAS	233,895	229,748	98.2
MISSOURI	512,309	494,472	96.5
NEBRASKA	157,769	153,214	97.1
REGION 8			
COLORADO	367,235	349,936	95.3
MONTANA	97,215	96,881	99.7
NORTH DAKOTA	71,406	71,280	99.8
SOUTH DAKOTA	76,349	75,456	98.8
UTAH	135,915	133,996	98.6
WYOMING	61,336	60,544	98.7
REGION 9			
ARIZONA	320,361	309,308	96.6
CALIFORNIA	3,083,794	2,897,882	94.0
HAWAII	107,642	102,502	95.2
NEVADA	117,846	112,933	95.8
REGION 10			
ALASKA	53,465	53,373	99.8
IDAHO	108,859	106,113	97.5
OREGON	314,869	285,226	90.6
WASHINGTON	553,869	534,802	96.6

The results are shown in Figures III-44 and III-45. Figure III-45 shows the number of accounts reviewed, the number of accounts for which some collection was achieved within 150 days of the end of the quarter, and the percentage of accounts for which some collection was achieved within 150 days. The Desired Level of Achievement is a minimum of 75 percent of delinquent accounts for which some collection was obtained within 150 days of the end of the quarter for which taxes were due.

COLLECTIONS PROMPTNESS



DLA: Minimum of 75% of delinquent accounts for which some monies were obtained within 150 days of end of quarter

COLLECTIONS

Desired Level of Achievement: Promptness - Minimum of 75 Percent of Delinquent Accounts For Which Some Monies Were Obtained Within 150 Days of End of Quarter.

STATE	# REVIEWED	# COL	% COL
REGION 1			
CONNECTICUT	281	251	89.3
MAINE	250	229	91.6
MASSACHUSETTS	275	193	70.2
NEW HAMPSHIRE	250	234	93.6
RHODE ISLAND	148	117	79.1
VERMONT	304	252	82.9
REGION 2			
NEW JERSEY	275	241	87.6
NEW YORK	275	237	86.2
PUERTO RICO	275	181	65.8
VIRGIN ISLANDS	227	225	---
REGION 3			
DELAWARE	250	235	94.0
DIST OF COL	250	15	6.0
MARYLAND	275	230	83.6
PENNSYLVANIA	250	202	80.8
VIRGINIA	954	768	80.5
WEST VIRGINIA	250	245	98.0
REGION 4			
ALABAMA	275	249	90.5
FLORIDA	275	221	80.4
GEORGIA	275	257	93.5
KENTUCKY	275	260	94.5
MISSISSIPPI	250	239	95.6
NORTH CAROLINA	250	242	96.8
SOUTH CAROLINA	275	218	79.3
TENNESSEE	275	260	94.5

continued

STATE	# REVIEWED	# COL	% COL
REGION 5			
ILLINOIS	281	247	87.9
INDIANA	275	226	82.2
MICHIGAN	275	171	62.2
MINNESOTA	275	216	78.5
OHIO	275	215	78.2
WISCONSIN	275	221	80.4
REGION 6			
ARKANSAS	275	209	76.0
LOUISIANA	250	217	86.8
NEW MEXICO	275	225	81.8
OKLAHOMA	275	236	85.8
TEXAS	275	224	81.5
REGION 7			
IOWA	250	194	77.6
KANSAS	250	206	82.4
MISSOURI	275	241	87.6
NEBRASKA	250	230	92.0
REGION 8			
COLORADO	200	140	70.0
MONTANA	200	177	88.5
NORTH DAKOTA	217	191	88.0
SOUTH DAKOTA	135	121	89.6
UTAH	250	201	80.4
WYOMING	67	65	97.0
REGION 9			
ARIZONA	275	249	90.5
CALIFORNIA	18,415 *	13,833	75.1
HAWAII	245	197	80.4
NEVADA	250	211	84.4
REGION 10			
ALASKA	200	198	99.0
IDAHO	177	146	82.5
OREGON	275	240	87.3
WASHINGTON	7,713 *	7,111	92.2

* Number represents all delinquent contributory employers for the first quarter of CY 1992

A. Employer Accounts.

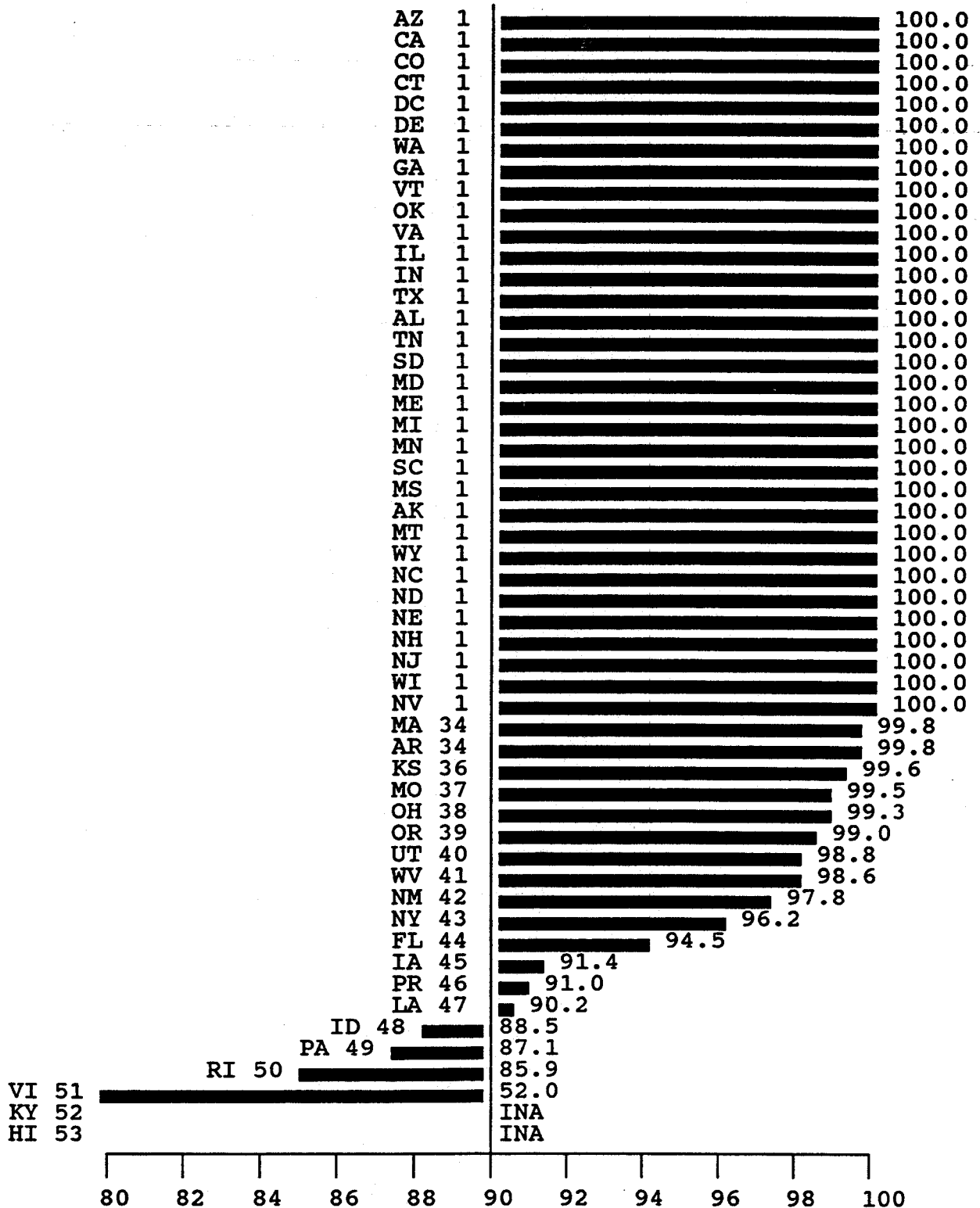
The results of the analysis are shown in Figure III-46 and Figure III-49. The Desired Level of Achievement is a minimum of 90 percent of dollars deposited within three days of receipt.

B. Clearing Account.

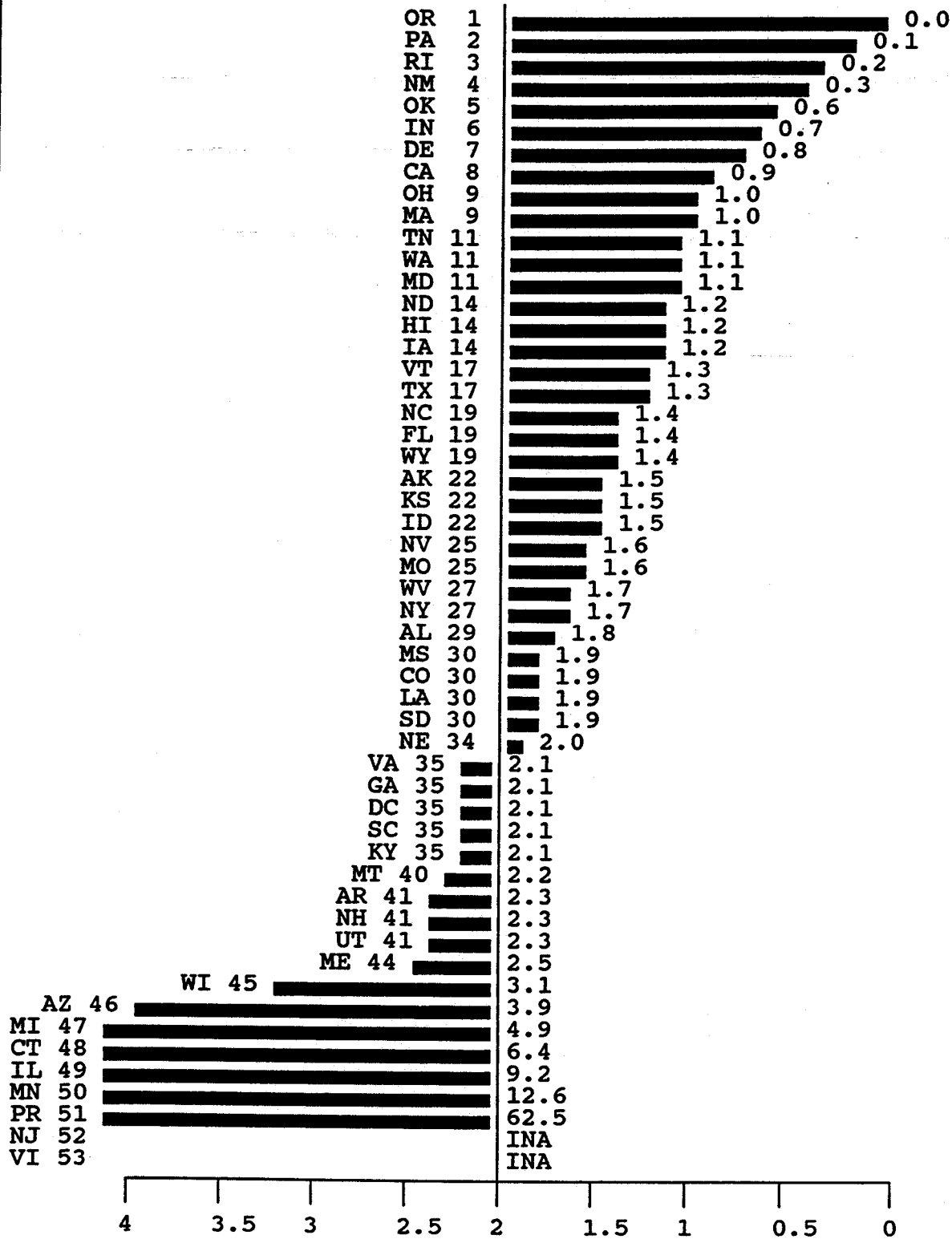
This measurement is an assessment of the promptness with which money is transferred from the Clearing Account to the Trust Fund. The data are obtained from the ETA 8414 Reports for the 12 months ending March 31, 1993. Figure III-47 and Figure III-49 show the average number of days deposits remained in the Clearing Account before being transferred to the Trust Fund. The Desired Level of Achievement is a maximum of two days for which funds are on deposit in the Clearing Account before being transferred to the Trust Fund. The figures printed (for States required by law to have more than one bank account) may vary due to the calculation used to combine bank account data.

C. Benefit Payment Account.

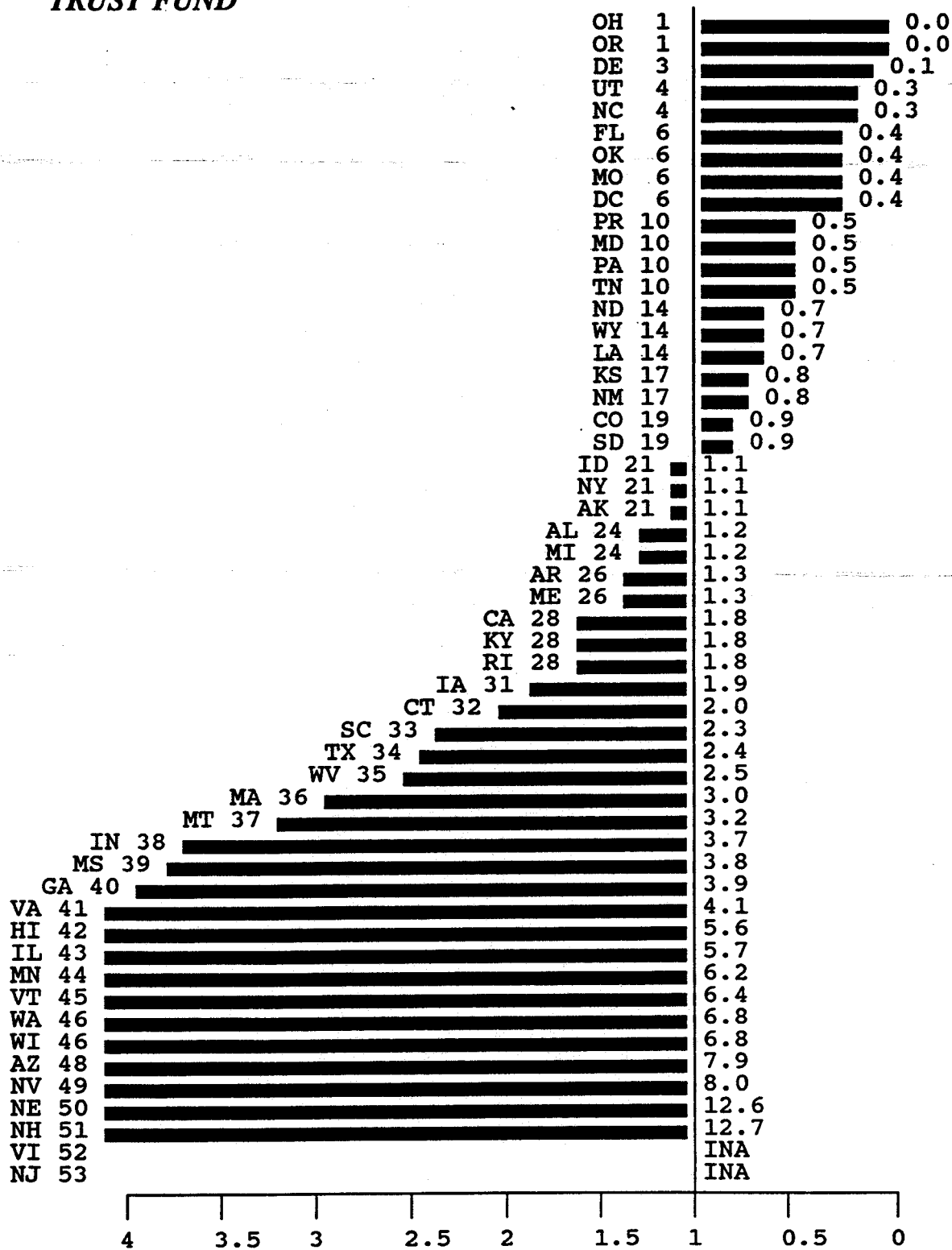
The effectiveness of the management of the Benefit Payment Account is measured by determining how little time in advance of paying benefits that money is withdrawn from the Trust Fund. The data are obtained from the ETA 8413 Reports for the 12 months ending March 31, 1993. Figure III-48 and Figure III-49 show the average number of days Trust Fund money was withdrawn before needed to pay benefits. The Desired Level of Achievement is: Withdraw from the State account in the Unemployment Trust Fund an amount sufficient to maintain in the benefit payment account a balance equivalent to not more than one day's benefit payment requirement from the account. As above, the figures printed (for States required by law to have more than one bank account) may vary due to the calculation used to combine bank account data.

EMPLOYER ACCOUNTS PROMPTNESS

DLA: Minimum of 90% of monies deposited within 3 days of receipt

CLEARING ACCOUNT

DLA: Maximum of 2 days for which funds are on deposit in clearing account before transferred to trust fund

TRUST FUND

CASH MANAGEMENT

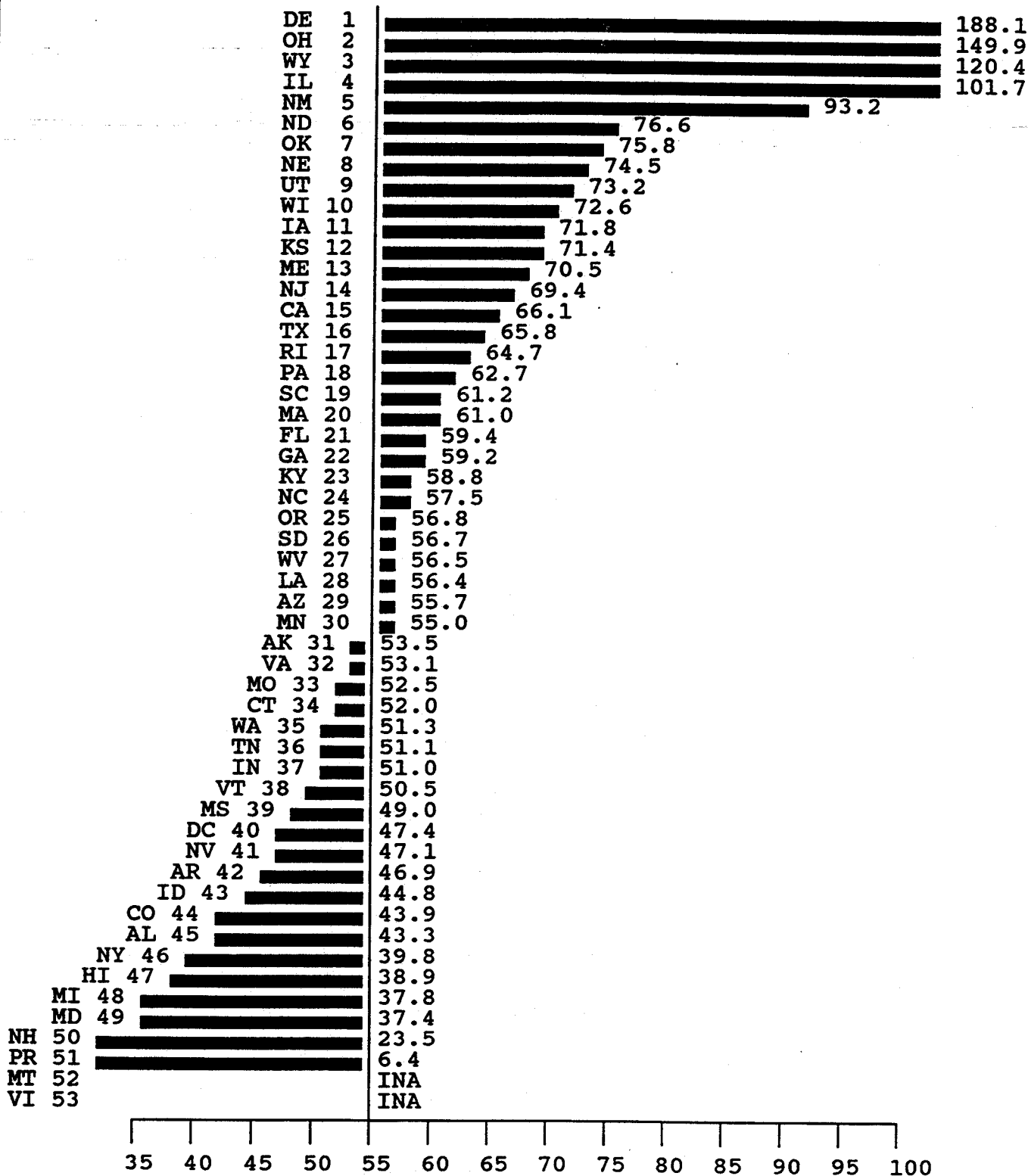
Desired Level of Achievement: Minimum of 90 Percent of Monies Deposited Within 3 Days of Receipt. Maximum of 2 Days for Which Funds are on Deposit in Clearing Account Before Transferred to Trust Fund. Withdraw from the State Account in the Unemployment Trust Fund an amount sufficient to maintain in the benefit payment account a balance equivalent to not more than one day's benefit payment requirement from that account.

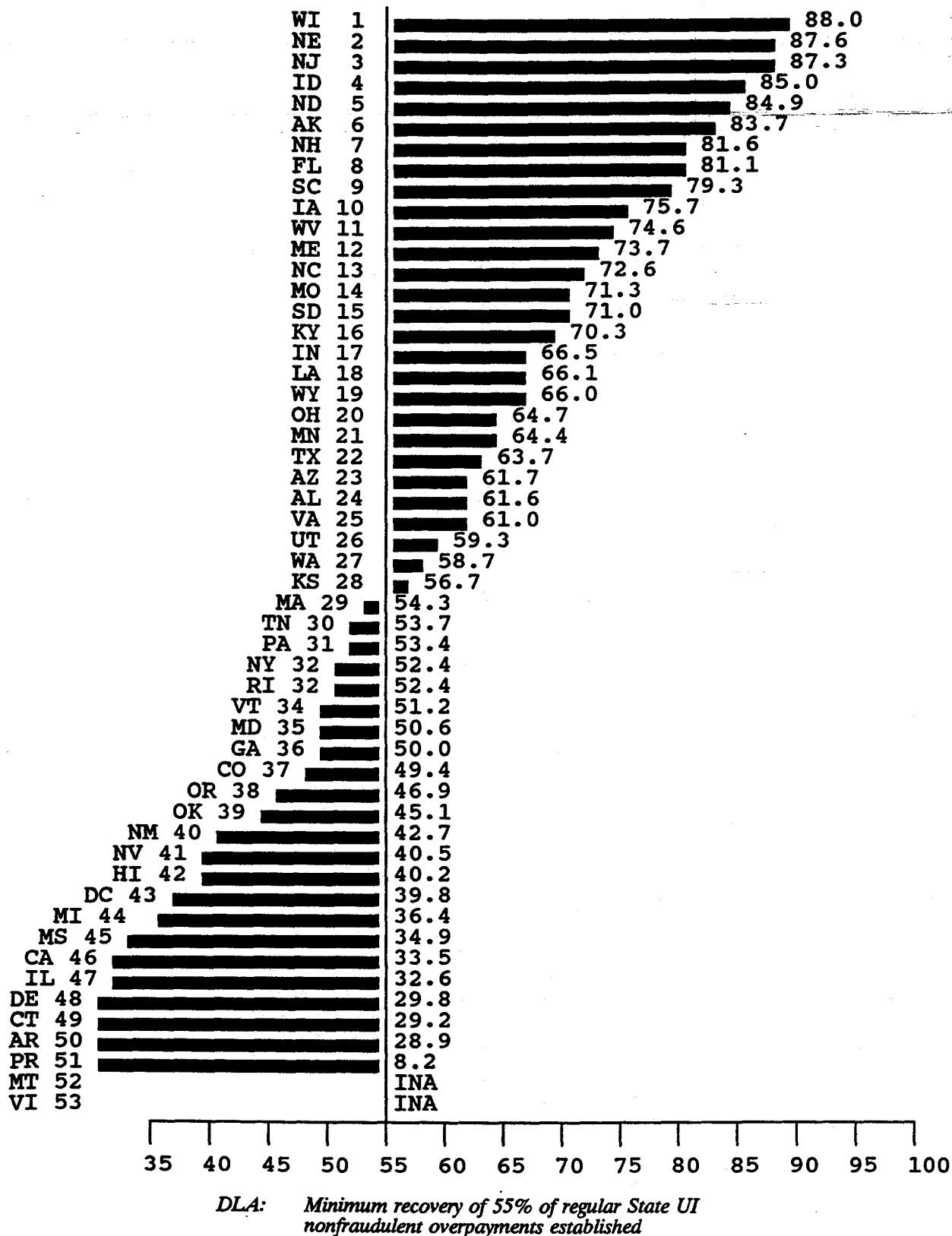
STATE	EMPLOYER ACCOUNTS % TIMELY	TRANSFER TO TRUST FUND AVG. DAYS	TRUST FUND WITHDRAWAL AVG. DAYS
REGION 1			
CONNECTICUT	100.0	6.4	2.0
MAINE	100.0	2.5	1.3
MASSACHUSETTS	99.8	1.0	3.0
NEW HAMPSHIRE	100.0	2.3	12.7
RHODE ISLAND	85.9	0.2	1.8
VERMONT	100.0	1.3	6.4
REGION 2			
NEW JERSEY	100.0	INA	INA
NEW YORK	96.2	1.7	1.1
PUERTO RICO	91.0	62.5	0.5
VIRGIN ISLANDS	52.0	INA	INA
REGION 3			
DELAWARE	100.0	0.8	0.1
DIST OF COL	100.0	2.1	0.4
MARYLAND	100.0	1.1	0.5
PENNSYLVANIA	87.1	0.1	0.5
VIRGINIA	100.0	2.1	4.1
WEST VIRGINIA	98.6	1.7	2.5
REGION 4			
ALABAMA	100.0	1.8	1.2
FLORIDA	94.5	1.4	0.4
GEORGIA	100.0	2.1	3.9
KENTUCKY	INA	2.1	1.8
MISSISSIPPI	100.0	1.9	3.8
NORTH CAROLINA	100.0	1.4	0.3
SOUTH CAROLINA	100.0	2.1	2.3
TENNESSEE	100.0	1.1	0.5

continued

STATE	EMPLOYER ACCOUNTS % TIMELY	TRANSFER TO TRUST FUND AVG. DAYS	TRUST FUND WITHDRAWAL AVG. DAYS
REGION 5			
ILLINOIS	100.0	9.2	5.7
INDIANA	100.0	0.7	3.7
MICHIGAN	100.0	4.9	1.2
MINNESOTA	100.0	12.6	6.2
OHIO	99.3	1.0	0.0
WISCONSIN	100.0	3.1	6.8
REGION 6			
ARKANSAS	99.8	2.3	1.3
LOUISIANA	90.2	1.9	0.7
NEW MEXICO	97.8	0.3	0.8
OKLAHOMA	100.0	0.6	0.4
TEXAS	100.0	1.3	2.4
REGION 7			
IOWA	91.4	1.1	1.9
KANSAS	99.6	1.5	0.8
MISSOURI	99.5	1.6	0.4
NEBRASKA	100.0	2.0	12.6
COLORADO	100.0	1.9	0.9
MONTANA	100.0	2.2	3.2
NORTH DAKOTA	100.0	1.2	0.7
SOUTH DAKOTA	100.0	1.9	0.9
UTAH	98.8	2.3	0.3
WYOMING	100.0	1.4	0.7
REGION 9			
ARIZONA	100.0	3.9	7.9
CALIFORNIA	100.0	0.9	1.8
HAWAII	INA	1.2	5.6
NEVADA	100.0	1.6	8.0
REGION 10			
ALASKA	100.0	1.5	1.1
IDAHO	88.5	1.5	1.1
OREGON	99.0	0.0	0.0
WASHINGTON	100.0	1.1	6.8

The results are shown in Figures III-50 through Figure III-52. Figure III-52 shows the percent of regular State UI fraud overpayments recovered and the percent of regular State UI non-fraud overpayments recovered. The Desired Level of Achievement for fraud overpayments is a minimum recovery of 55 percent of regular State UI overpayments as a percent of all regular State UI fraudulent overpayments established. The Desired Level of Achievement for nonfraud overpayments is a minimum recovery of 55 percent of all regular State UI nonfraud overpayments as a percent of all regular State UI nonfraudulent overpayments established.

FRAUD

NONFRAUD

BENEFIT PAYMENT CONTROL

Desired Level of Achievement: Minimum Recovery of 55 Percent of Regular State UI Fraudulent Overpayments Established.

Minimum Recovery of 55 Percent of Regular State UI Nonfraudulent Overpayments Established.

STATE	FRAUD	NONFRAUD
REGION 1		
CONNECTICUT	52.0	29.2
MAINE	70.5	73.7
MASSACHUSETTS	61.0	54.3
NEW HAMPSHIRE	23.5	81.6
RHODE ISLAND	64.7	52.4
VERMONT	50.5	51.2
REGION 2		
NEW JERSEY	69.4	87.3
NEW YORK	39.8	52.4
PUERTO RICO	6.4	8.2
VIRGIN ISLANDS	INA	INA
REGION 3		
DELAWARE	188.1	29.8
DIST OF COL	47.4	39.8
MARYLAND	37.4	50.6
PENNSYLVANIA	62.7	53.4
VIRGINIA	53.1	61.0
WEST VIRGINIA	56.5	74.6
REGION 4		
ALABAMA	43.3	61.6
FLORIDA	59.4	81.1
GEORGIA	59.2	50.0
KENTUCKY	58.8	70.3
MISSISSIPPI	49.0	34.9
NORTH CAROLINA	57.5	72.6
SOUTH CAROLINA	61.2	79.3
TENNESSEE	51.1	53.7

continued

STATE	FRAUD	NONFRAUD
REGION 5		
ILLINOIS	101.7	32.6
INDIANA	51.0	66.5
MICHIGAN	37.8	36.4
MINNESOTA	55.0	64.4
OHIO	149.9	64.7
WISCONSIN	72.6	88.0
REGION 6		
ARKANSAS	46.9	28.9
LOUISIANA	56.4	66.1
NEW MEXICO	93.2	42.7
OKLAHOMA	75.8	45.1
TEXAS	65.8	63.7
REGION 7		
IOWA	71.8	75.7
KANSAS	71.4	56.7
MISSOURI	52.5	71.3
NEBRASKA	74.5	87.6
REGION 8		
COLORADO	43.9	49.4
MONTANA	INA	INA
NORTH DAKOTA	76.6	84.9
SOUTH DAKOTA	56.7	71.0
UTAH	73.2	59.3
WYOMING	120.4	66.0
REGION 9		
ARIZONA	55.7	61.7
CALIFORNIA	66.1	33.5
HAWAII	38.9	40.2
NEVADA	47.1	40.5
REGION 10		
ALASKA	53.5	83.7
IDAHO	44.8	85.0
OREGON	56.8	46.9
WASHINGTON	51.3	58.7

U.S. Department of Labor
Employment and Training Administration
Washington, D.C. 20210

Official Business

Penalty for Private Use, 300

A-130

THIRD CLASS MAIL
Postage and Fees Paid
U.S. Department of Labor
Permit No. G-755